

The seal of the City of Wheeling, West Virginia, is a circular emblem. It features a central figure of a woman standing on a rock, holding a staff and a bow. Behind her is a large building, likely a government or institutional structure. The text "SEAL OF THE CITY OF WHEELING" is inscribed along the top inner edge of the circle, and "WEST VIRGINIA" is inscribed along the bottom inner edge. Two stars are positioned on the left and right sides of the bottom edge.

COMMUNICATIONS

(9-1-1)

January 18, 2011

Dear Bob and member of City Council,

During the 2010-11 budget years, the 9-1-1 Communications Center remained focused in our efforts to achieve the necessary credentials that would allow Public Safety Dispatcher's, Angee White and Virginia Burky to provide our center with in-house certified trainers. Through their achievements, we now have both a cost savings mechanism, as well as the ability to provide our own employees with quality training anytime a need arises. Furthermore, I am proud to announce that their expertise has been requested on a statewide level, whereby they have successfully provided training to more than sixty (60) new dispatchers throughout West Virginia.

The achievements of Angee White and Virginia Burky extend far beyond their training abilities. During the 2010 Enhanced 9-1-1 Conference, Angee, Virginia, and John Mallis were presented a Certificate of Recognition for their outstanding dispatching performance on the bank robbery that occurred at Main Street Bank on National Road in 2009. As a result of their efforts, the bank robber was successfully apprehended by Wheeling Police Sgt. Phil Redford.

In addition to Angee's many achievements, she also serves as an instructor for the Wheeling Police Department's Citizen's Police Academy. Her primary goal is to enlighten the students on the use of 9-1-1, as well as the responsibilities and duties of a Public Safety Dispatcher.

Public Safety Dispatcher, Renee LeBaron has also expanded her area of expertise and is now working as the TAC (Terminal Agency Coordinator) for the center's WEAPON (West Virginia Automated Police Network) System. Renee is now working to ensure that the center remains in compliance with State and Federal agencies where it pertains to NCIC (National Crime Information Center) policy. Dispatcher LeBaron is currently working with Wheeling Police Department, Sgt. Duwayne Taylor to assist with training their new hires as to their role regarding the WEAPON System and its requirements.

The City's 9-1-1 Director, Theresa Russell earned the necessary amount of training points required by NENA (National Emergency Number Association) to retain the title of ENP (Emergency Number Professional). The title was originally earned through a national testing process in 2003 to present. In order to recertify and retain this title, one must meet or exceed the mandatory 24 point scale requirement set forth by NENA. The scale is evaluated based on upon areas such as: Experience; Professional Development; Published Articles; Service on National, State/Provincial Boards; Public Speaking; ENP Item Review; Course Instruction and CEU Credits. I am pleased to report that I earned an overall 41 points.

This budget year, the 9-1-1 center was provided with access to the AM Radio Public Notification System via a grant obtained by the Department of Homeland Security that was awarded to the Office of Emergency Management. The AM Radio Notification System is designed to give dispatcher's and other public safety personnel access to public radio for announcements. The public would be notified to tune in to AM 1700 for special broadcast information ranging from Amber Alerts to threats of life and/or property. This is a computer based system that translates text type messages into speech, and then transmits those messages through the Stratuswave tower located near the North Park Landfill and the PSD tower located at the water tank across from Cabelas.

With special remembrance of the late Lt. William Goldbaugh: The 9-1-1 center now as a new Windows 2008 CAD server that replaced an older Windows 2000 model because of the Ed Bryne Memorial Grant that was secured by Lt. Goldbaugh prior to his retirement from the Wheeling Police Department. With this grant, we are also in the process of purchasing a newer CAD software version from InterAct Public Safety Systems. This new hardware and software will provide us with greater speed for entry of calls and also an interface to share data from the CAD to the reporting software base at Wheeling PD and the Ohio County Sheriff's Office.

One area that Chief Helms and I are working to achieve in the upcoming 2011.12 budget year is the ability to push, or “marry” data from the CAD system to Fire Pro RMS (records management system). Since the two systems do not currently work together, dispatcher’s must take a call and enter it into the CAD. From there, the same call must be opened on a separate computer system where it must be re-entered a second time so it can be seen at the Fire Department level. This process is continued until the call is closed. We recognize that this process is doubling a dispatcher’s workload as well as wasting valuable time when time is of the essence. We have been provided a budgetary quote of 20K to complete the project.

These are just some of the highlights from this budget year and one of the areas where we are seeking improvement in the upcoming 2011.12 budget year. Please feel free to contact me with any questions or concerns.

Respectfully,

Theresa Russell

Theresa Russell, ENP

9-1-1 Director

**CITY OF WHEELING
 DEPARTMENTAL BUDGET REQUEST
 FISCAL YEAR 2011 - 2012**

**DEPARTMENT: COMMUNICATIONS
 DIVISION: PUBLIC SAFETY
 FUND: CAPITAL OUTLAYS**

PROGRAM/PROJECT	COST	PRIORITY*	JUSTIFICATION/EXPLANATION
1	2	3	4
InterAct Public Safety Systems/Fire Pro	20,000.00	1	Interface for the CAD/Fire Pro Systems so that the data will automatically push from CAD to Fire Pro RMS. Since the two systems do not currently work together, dispatcher's must take a call and enter it into the CAD. From there, the same call must be opened on a separate computer system where it must be re-entered a second time so it can be seen at the Fire Department level. This process is continued until the call is closed. This process is doubling a dispatcher's workload as well as wasting valuable time when time is of the essence.

DEPARTMENT / DIVISION: COMMUNICATIONS			DEPARTMENT / DIVISION HEAD:			THERESA RUSSELL	
LINE ITEM (NUMBER AND TITLE)	CURRENT BUDGET	27 Pays 2011-2012	NEW PROJECTS CAPITAL OUTLAYS	BUDGET REQUEST	inc/ dec	APPROVED BY CITY MANAGER	
4711 10 1507 PS WAGES	293,956	305,262	3% pay increase request	314,420	3.0%		
4711 10 1520 PSD WAGES	44,881	46,607	3% pay increase request	48,005	3.0%		
4711 10 1522 PSS WAGES	29,237	30,361	3% pay increase request	31,272	3.0%		
4711 10 1523 ATTD BONUS	7,700			7,700	0.0%		
4711 10 1905 LONGEVITY	8,095			8,568	5.8%		
4711 10 1908 HOLIDAYS	27,022	21,223	3% pay increase request	21,860	-19.1%		
4711 10 1902 SOCIAL SECURITY	310		3% pay increase request	319	2.9%		
4711 10 1924 MEDICARE	8,000			8,000	0.0%		
4711 10 1920 E.D.L. INSURANCE	8,600			11,424	32.8%		
4711 10 1921 GROUP HOSP INS	92,300			100,464	8.8%		
4711 10 1903 OVERTIME/TEMP OT	59,458	61,660	3% pay increase request	63,597	7.0%		
4711 10 1904 OT / TEMP SALARIES	5,000	5,000	3% pay increase request	5,150	3.0%		
4711 20 2173 CS TELE LD CHARGES	840			840	0.0%		
4711 20 2153 TRAVEL EXP	3,150			3,150	0.0%		
4711 20 2145 OFF EQUIP MAINT	6,500			6,500	0.0%		
4711 20 2155 RADIO REPAIR	16,000			16,000	0.0%		
4711 20 3146 POSTAGE	111			111	0.0%		
4711 20 2151 TELETYPE	12,284			12,284	0.0%		
4711 20 3153 RADIO MAINT	20,000		lower rents/monthly maint	25,026	25.1%		
4711 20 2152 TRAINING	5,480			5,480	0.0%		
4711 20 2149 TECH REF & SERV	5,000			5,000	0.0%		
4711 20 2134 INSURANCE & BONDS	32,538			32,538	0.0%		
4711 20 2171 WORKERS COMP	8,551	9,844	3% pay increase request	10,011	1.7%		
4711 30 3135 OFF SUPPLIES	4,000			5,000	25.0%		
4711 30 3136 PARKING AUTH	1,000			1,000	0.0%		
4711 30 2112 UNIFORMS / CLOTHING	2,000			2,000	0.0%		
4711 40 4151 CAPITAL OUTLAYS	0			20,000	100.0%		
C.E.R.F				0			
	689,365	TOTAL		765,719	TOTAL		
					11.1%		