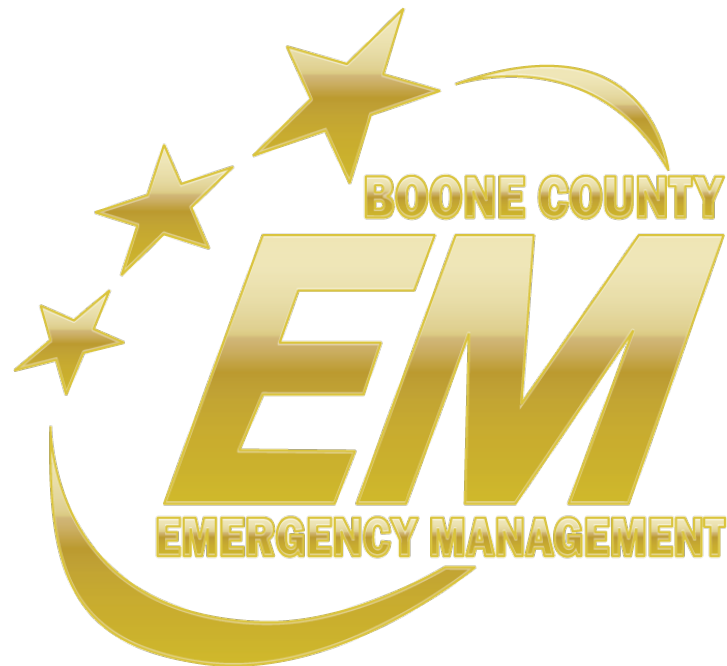


Boone County Emergency Management Agency

2022 Yearly Report



Presented to the Boone County Commission

and

Boone County Enhanced 911 Advisory Board

January 31, 2023

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Message from Director Mayhorn

I am pleased to present the Boone County Emergency Management Agency 2022 Annual Report. Our office continues to provide many services to the citizens and visitors of our great county. 2022 was another successful year! These successes are only able to be achieved by the hard work and dedication of our employees, as this report will summarize. Emergency Management and 911 is at an exciting time in history. Many evolving industry trends and technologies are paving the way for a safer world and subsequently a safer Boone County. I look forward to another exciting year in Boone County and what this agency will be able to offer.

Mission Statement

Getting the **right people**, to the **right place**, at the **right time!**

911 Center

Overview

The 911 Emergency Communications Center is the heart and soul of our agency. Since April of 1992 the 911 center has been staffed 24 hours a day, 7 days a week and 365 days every year. We always have a minimum staffing of 2 telecommunicators on duty. These telecommunicators have a stressful and demanding job. They are responsible for much more than just answering telephones and talking on a radio. They perform life saving actions over the phone with our emergency medical protocols, manage national database entries of wanted or missing persons, stolen items, or criminal history checks just to name a few. They truly are the first of the first responders to every incident that happens in our county no matter how large or how small.

Call Totals

The Boone County Emergency Communications Center is responsible for taking all emergency and non-emergency calls for service in the 503 square miles of Boone County, including all 4 incorporated municipalities. Below is a breakdown of the calls for service for each discipline that we dispatch. These calls for service totals may differ from the individual agencies accounting of calls. These agency totals include the total number of calls for service that our telecommunicators handled. An outside agency may have less or more depending on their method of quantifying the records.

Police Call Totals

Agency	Total Calls for Service
Boone County Sheriff's Office	7,532
West Virginia State Police	1,352
Madison Police Department	1,498

Danville Police Department	239
Whitesville Police Department	149
Sylvester Police Department	47
West Virginia Natural Resource Police	8
West Virginia Division of Forestry	23

Fire Call Totals

Agency	Total Calls for Service
Danville Volunteer Fire Department	555
Madison Volunteer Fire Department	523
Morrisvale Volunteer Fire Department	103
Racine Volunteer Fire Department	356
Spruce River Volunteer Fire Department	245
Van Volunteer Fire Department	214
Wharton-Barrett Volunteer Fire Department	130
Whitesville Volunteer Fire Department	189

EMS Call Totals

Agency	Total Calls for Service
Boone County Ambulance Authority	5,600
Whitesville Ambulance Service	357

WEAPON

The West Virginia Automated Police Network (WEAPON) provides a connection for our county 911 center and law enforcement entities to many different criminal justice networks and databases. This system is how all driver's license and vehicle registration checks are conducted, how we check for anything or anyone that is reported stolen or missing, how we check criminal background for persons just to name a few. By the Criminal Justice Information Center (CJIS) rules, all law enforcement agencies are required to maintain a 24-hour connection to this system and monitor for any inquiries or have access to make any entries.

The Boone County 911 Center has fulfilled this CJIS requirement since opening in April 1992. We currently have user agreements in place to provide CJIS services for 14 agencies. Those agencies are: The 25th Judicial Circuit Court, Danville Police Department, Madison Police Department, Sylvester Police Department, Whitesville Police Department, Boone County Sheriff's Office, West Virginia State Police Madison and Whitesville Detachments, WV State Fire Marshal's Office, Boone County 911 Center, Boone County Adult Probation, Donald R. Kuhn Center, WV Division of Natural Resources, and the WV Public Service Commission Motor Carrier Enforcement.

Below are some statistics from 2022 of the amount of queries that we have performed and provided to law enforcement agencies through the use of the system.

Message Counts

In total there were 48,617 messages that were received at our terminals in 2022. This is a combination of replies to inquiries or unsolicited messages notifying us of information or making requests of us. There was a total of 26,689 queries that were made from us for information. Most of those are queries on driver's license, vehicle registration, and criminal histories.

Criminal History Checks

There were a total of 560 criminal background checks requested and completed in 2022. Of that, there were 1,159 inquiries that were made in the WEAPON system to complete those requests.

License Checks

Law enforcement agencies requested 4,967 vehicle registration checks and 8,107 drivers license checks in 2022.

NCIC Entries

Anytime that a law enforcement agency has a case where they need to enter a wanted or missing person or stolen item into the National Crime Information Center (NCIC) system, we provide that service and maintain access to those files on a 24x7 basis. Below is a breakdown of each entry we made in 2022:

Type of Entry	Count of Entries
Stolen Articles	29
Stolen Boats	1
Stolen Guns	3
Stolen Licenses	2
Missing Persons	8
Stolen Vehicles	20
Wanted Persons	134

NCIC Inquiries

Anytime a law enforcement agency encounters a subject or item that needs to be checked against the NCIC we perform that inquiry for them. Below is a breakdown of each inquiry that we made in 2022:

Type of Inquiry	Count of Inquiries
Stolen Article	55
Stolen Boats	6
Stolen Guns	57
Stolen Licenses	2
Missing Persons	0
Stolen Vehicles	406
Wanted Persons	1,814
Criminal History	1,138
National Law Enforcement Telecommunication System (NLETS)	7,386

Language Line

The vast majority of all our calls are from native English-speaking individuals. From time to time there are instances where we have a caller that speaks another language. To provide for the most prompt and adequate service for those individuals Boone County 911 maintains a contract with *Language Line Solutions*. We have been partnered with this agency for many years. They are able to provide translation services for over 200 languages and have over 16,000 employees to provide those services. We are only billed for the services that we use. So there is no cost to us for having a contract year to year. They are available 24x7x365 and typically take less than 30 seconds to have a translator on the line for the most common languages. We did not need to use these services for any calls in 2022, so we incurred no costs from them. We will continue this agency partnership and contract into 2023.

Records Retention

The Boone County 911 Center has in place a state-of-the-art Eventide NexLog Logging recorder device. This logger was placed into service in 2020. The logger is still supported by the manufacturer and continues to receive the latest patches and updates from our local service provider that we have maintenance contract with, Unified Solutions in Wheeling, WV.

The purpose of this logger is to monitor and record all telephone and radio audio into and out of the 911 center. This provides for an accounting of a second by second chain of events of an incident, as logged by this agency. We routinely pull records at random for quality assurance and improvement of our staff to ensure the highest level of service to our partner agencies and citizens. We also use the logger to respond to FOIA or incident record requests.

WV Code §24-6-13(c) requires that all calls for emergency service which are recorded electronically, in writing or in any other form are to be maintained for a period of at least two years or longer if required by an order entered by a court of competent jurisdiction or a valid subpoena. Our policy has always been to retain for as long as possible audio and written records. Currently our written records go back to June of 2010 and our audio records go back to August of 2013. Effective February 1, 2023, this policy will be changing. We have made notice to all partner agencies that we will still be keeping written records back to August of 2013 however our audio records will be purged from the system after 745 days. This change was necessary due to the anticipated increase of records that will be coming due to the transition to our Next Generation 911 project and implementation of screen recording technology.

We will be transitioning how we respond to records requests after a policy change takes effect in February 2023. Currently all requests are delivered via a CD-R disc with the records burnt to it or an e-mail if the file size doesn't exceed the email limits. After February 1, 2023, if a request is made by a partner agency, those records will begin to be given to them electronically. This will be facilitated by generating a link to those records related to the request directly from our logger recorder and emailing the link to the agency for their review and download if necessary. If the records request is in response to a FOIA request then the information will be mailed in a bubble mailer burnt to a flash drive.

Moving partner agencies to the direct link method will eliminate the need to create a CD, wait for it to be picked up or delivered and will provide for a quicker turn around time for responses. For persons requesting under FOIA a thumb drive allows for easier mailing and also solves the issue of most newer computers transitioning away from using CD drives all together. We hope this change makes it easier for our partner agencies and FOIA requesters. We will also be implementing a fee structure for our non-

partner agency requests, consistent with best practices from other 911 centers across WV. Partner agencies will still be able to receive records at no cost to their agency.

Equipment

The 911 center relies heavily on electronic equipment to perform the day-to-day functions of its responsibilities. At a high-level overview we have our 911 emergency telephone system, our computer aided dispatch (CAD) system, IP network, logger recorder, master time clock, and radio console system.

- The 911 phone system was placed in service in 2020 after a forklift upgrade from our prior system. The system is maintained by CentralSquare technologies and has a yearly maintenance contract. The system is still supported and receives regular updates from the manufacturer.
- The CAD system was also placed into service in 2020 after a forklift upgrade from our prior CAD provider. The system is also maintained by CentralSquare technologies and has a yearly maintenance contact. The system is still supported and receives regular updates from the manufacturer.
- Our IP networks is what connects all of our systems together. We have the latest firewalls, switches, and access points that are on the market. The director and the systems administrator maintain this equipment and programming, we do not have any outside contractors performing these duties.
- The logger recorder as described in the section above was placed in service in 2020 and performs as it is supposed to.
- The master time clock is a Spectracom 9483 and was placed in service in 2018. The model is still sold and supported by the manufacture and has no yearly recurring costs. It connects to all of our computer networks to keep a highly accurate time sync between all systems and devices. This is a crucial piece to 911 for auditing and legal purposes.
- Our radio console system has been in operation since 2007. It still performs as necessary but is starting to show signs of its age. There are a few noncritical components that have failed over the past 2 years. It goes without explanation that a radio console system is imperative to our operation. The system is no longer sold by the manufacturer and has very limited support. We have a cache or spare parts on hand in the event of any issues, however, when they are gone it is becoming increasingly difficult to find them. Most of the ones that we have were purchased on eBay and donated from other 911 centers taking their similar systems out of service and upgrading. This system is going to need to be replaced in the very near future.

Personnel

The Boone County Emergency Management Agency is currently fully staffed with the allotted full-time positions in our budget. The staff includes the Director, Deputy Director, Operations Supervisor, Systems Administrator, and 8 911 Telecommunicators. We also have approximately 10 part time employees that we use to fill open shifts in the 911 center, emergency management office, and addressing.

This past year we had two employees resign to pursue other career options. We were fortunate to be able to immediately fill those vacancies so that there was just a minimal period where we weren't fully staffed the entire year. One position was the operations supervisor position, this was filled with an

inhouse promotion by Christi Linville. The other positions were telecommunicator positions that was filled by two of our part time telecommunicators that wanted to move up.

We offer a great schedule and benefits to attract our employees. We were fortunate enough to be able to afford a 5% raise to all our telecommunicators this year. We also worked with the state legislature to put into law a better retirement system for all newly hired telecommunicators. Effect December 2022 anyone that is newly hired in our agency full time will be enrolled into this system. This system has a better multiplier at 2.75% as opposed to the 2% PERS multiplier. This also allows an employee to retire with full benefits at age 50 with 20 years of service. We are working in the 2023 legislative session to make this available to all current 911 telecommunicators as well. It is our hope that this will attract employees to this demanding profession and allow current employees to retire from the agency sooner. This is inline with what the Police, Fire, and EMS agencies are already doing. As a first responder, a 911 telecommunicator deals with many of the same issues that a first responder in the field deals with.

Towing Policy

WV Code §24-6-12 require that every 3 years the county commission operating an enhanced emergency telephone system shall, in consultation with all public safety units, public agencies and all available towing services registered as common carriers pursuant to the provisions of chapter twenty-four of this code, establish a policy that provides for the most prompt, fair and equitable and effective response to requests for emergency towing services. Furthermore for each incident where towing services are required, the public agency procuring towing services shall maintain a public record of the name of the towing service utilized.

The Boone County Commission’s current towing policy was adopted after having satisfied the requirements of the code on September 29th,2020. The 911 center has been following that policies implementation with minimal problems. With us approaching the 3 year limit on this policy, the County Commission will need to plan on holding these meetings again in August or September of 2023 to begin the process of re-adopting an amended or the current policy as is. The 911 director will make certain that this timeline is closely adhered to.

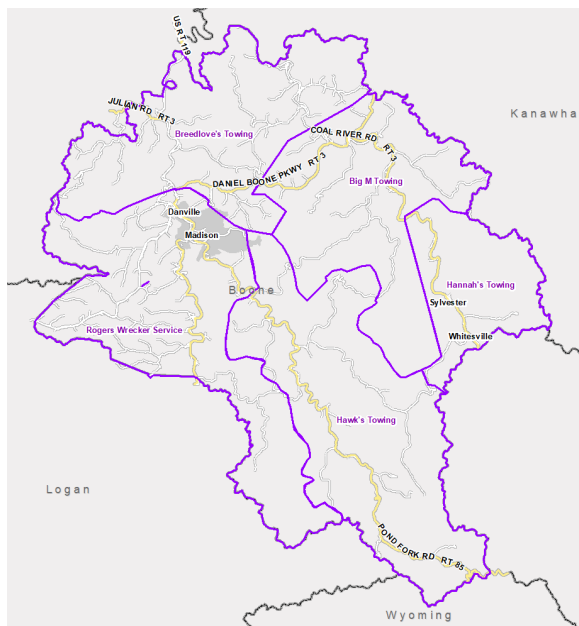
There have been zero formal complaints filed to my knowledge with the County Commission since this time. There have been inquires made to our office over that last 2 years from the approved towing agencies inquiring about certain calls for tows that they felt should have been given to them. There have been instances where mistakes were made. We investigate each one of those internally and communicate our findings transparently with those making the inquiry. A follow-up conversation is then had with the staff that made the mistake to not have that issue in the future.

This table is a breakdown of the approved towing companies and the calls for service that their services were requested.

Towing Operator	Number of Calls Referred
Big M Towing and Recovery LLC	55
Breedlove’s Service Station	89
Hannah’s Paint and Body Shop	28
Hawk’s Repair Service & Towing LLC	37
Rogers Used Cars and Towing Service	185
Total	394

The West Virginia Public Service Commission routinely updates the County Commission and the 911 Director of any issues and compliance reports with towing companies. Robert K. Morris, a supervisor, with the Public Service Commission's Motor Carrier Section notified our office on October 27th, 2022 that there were 5 towing companies in Boone County that are in compliance with PSC rules and regulations. Those are the 5 towing companies that are also approved companies on the Boone County Commissions towing policy as mentioned in the above table.

Below is a map showing the areas the towing companies are responsible for:



Training & Education

Training and Education is an important piece to any organization's success. We continually send employees to and offer trainings and look to further our in-house training capabilities. WV Code requires telecommunicators to undergo a basic 40 hour telecommunicator class, an emergency medical dispatch class, and CPR certification. In 2022 we purchased a training product called Total Response from PowerPhone. This gives our telecommunicators access to over 80 classes for continuing education and allows us to meet the requirements of state code for all new hires in house.

We also participate in national conferences such as the Association of Public Safety Communication Officials (APCO), National Emergency Number Association (NENA), and the International Wireless Communications Expo (IWCE). This gives us the opportunity to keep abreast on industry standards, best practices, and technology trends. We participated in the APCO International conference and IWCE Expo in 2022. For 2023, we plan to attend the APCO International and NENA Conferences.

All telecommunicators this year were trained in the Federal Emergency Management Agencies (FEMA) Incident Command System IS-100, IS-200, IS-700, and IS-800 basic classes. Telecommunicators also received certifications from PowerPhone in Basic Telecommunications, Law Enforcement Dispatch, Fire Dispatch, and Emergency Medical Dispatch. Everyone was recertified in CPR from the American Heart

Association. Many new hires completed their certification from the WV State Police Academy on the West Virginia Automated Police Network (WEAPON) system. This is a requirement for all new hires and they must recertify every 2 years to maintain access to the system.

Arch Griffith completed the FEMA Floodplain Management course this year and also passed the national Association of State Floodplain Managers Certified Floodplain Manager (CFM) certification. Boone County now has two nationally accredited floodplain managers, a certification that only a handful of counties have even one person obtaining, Boone County has 2!

As trainings and conference are starting to come back to existence in a post COVID world, we will continue to look for training opportunities and keep up with industry standards and best practices.

ISO Ratings

The Insurance Services Organization (ISO) routinely audits our 911 center as part of their Public Protection Classification (PPC) program. The PPC provides important, up-to-date information about the quality of public fire protection areas across the county. The PPC evaluates fire departments, water supply systems, emergency communications, and community risk reduction efforts and assigns a grade from 1 (exceptional fire protection) to 10. A maximum of 10 points of the overall PPC grade is based on emergency communications and their review of how well our 911 center handles 9-1-1 calls and dispatches services for structure fires and other emergencies. The PPC program bases their evaluations on nationally recognized standards by the Association of Public Safety Communication Officials International (APCO) and the National Emergency Number Association (NENA). The PPC finds that the most critical factor in responding to emergencies is telecommunicators. They state that having a sufficient number of well-trained telecommunicators can make all the difference when responding to an emergency, and our evaluation gives this component the weight it deserves.

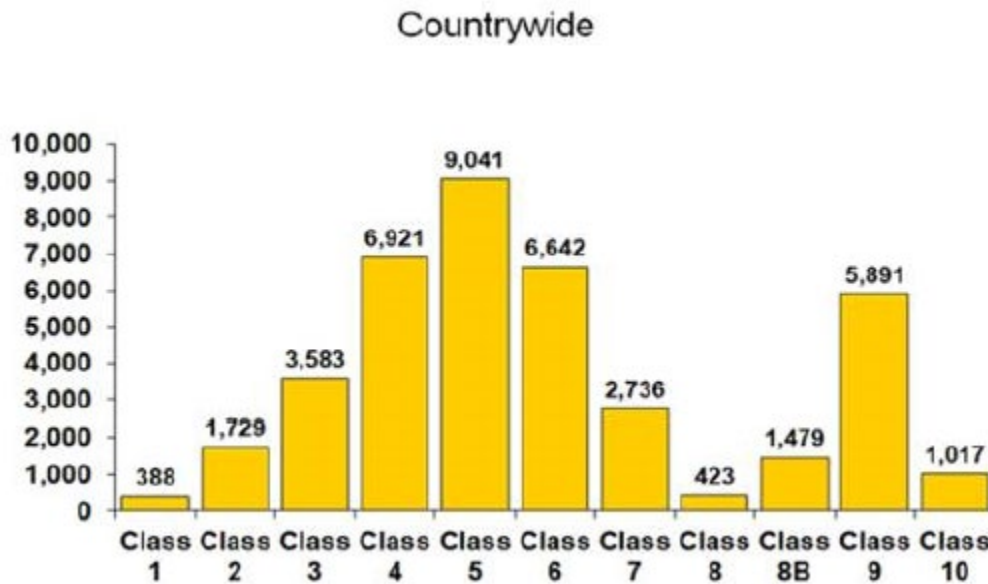
Emergency communications systems, such as Boone County 911, should effectively, efficiently, and reliably receive and process alarms and notify emergency responders. The ISO field analysts evaluate the following:

- The emergency reporting systems and response to 9-1-1 calls.
- The communications center, including the number of telecommunicators and their training and experience.
- Computer-aided dispatch (CAD) capabilities.
- Dispatch circuits and how emergency responders are notified about the location of the incident.

The Boone County 911 center was last evaluated on October 7th, 2021. Mr. Thomas Perry with ISO visited our center and we spent several hours going over their audit. We cooperated with every request and provided all information needed not only for our benefit but also to provide the needed information to get the local volunteer fire departments the best possible score in their ISO ratings. This in turn reduces the overall cost of home owners insurance throughout the county depending on each fire districts ISO ratings. Each point that we can improve our 9-1-1 is a point more toward a lower ISO rating. Mr. Perry also gave me a copy of the fire suppression rating schedule manual so that we may know what areas they look for and where we could improve.

On June 27th I received notice of 2 volunteer fire departments ISO rating information. Racine Volunteer Fire Department received an ISO rating of 4 and Madison Volunteer Fire Department also received an ISO rating of 4. We expect more ratings to become available in 2023 as part of this audit.

This graph shows at a national level the breakdown of fire departments and their ISO ratings:



As this graph shows, compared at a national level these two departments are better rated than most departments.

The Boone County 911 Center was rated at an **8.84 out of 10 possible points**. The following table breaks down the area that was audited, the credit earned and credit available for that area:

Fire Suppression Rating Schedule	Earned Credit	Credit Available
Credit for Emergency Reporting	3.00	3.00
Credit for Telecommunicators	3.89	4.00
Credit for Dispatch Circuits	1.95	3.00
Credit for Emergency Communications	8.84	10.00

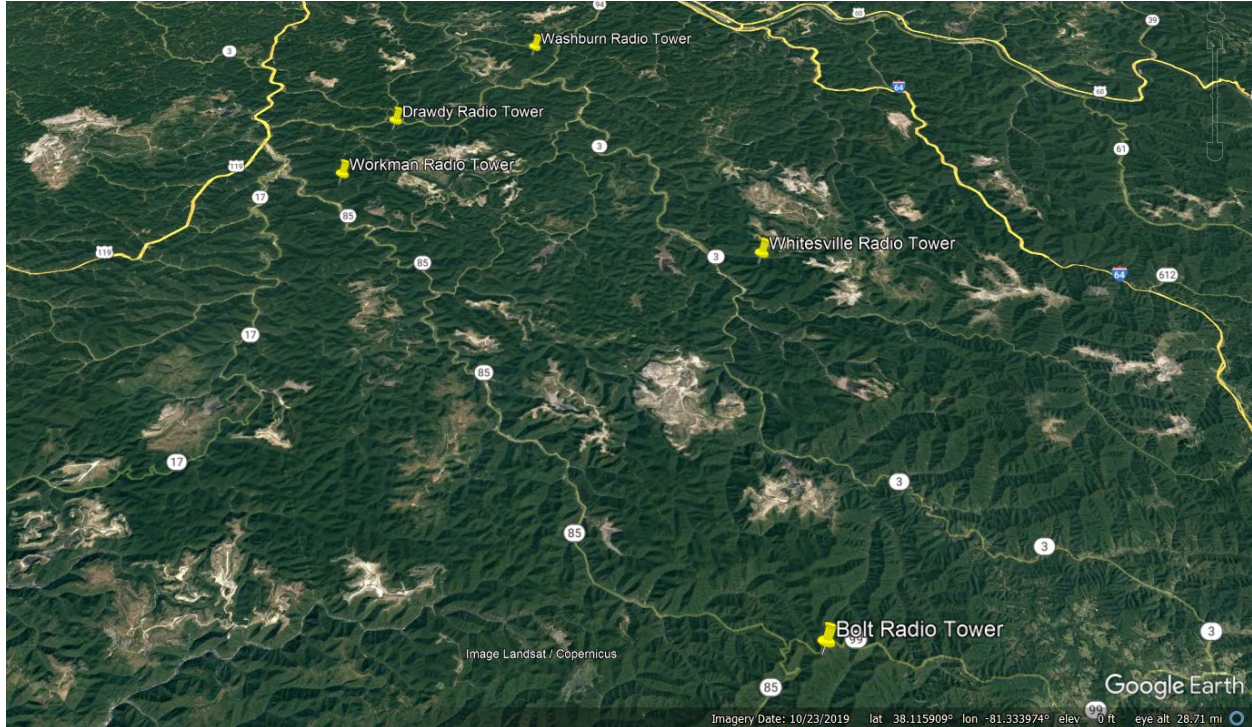
As this report outlines, we can improve mostly in the area of dispatch circuits. Mr. Perry pointed out in the documents that he left with me what we can do between now and the time they return for their next audit to improve this score. I will be working toward that goal throughout this year and the coming years to improve our dispatch circuits. For example, we need to add monitoring to the circuits for automated power outage reporting, battery backup, and RF power output monitoring. These are some simple things that we can do to improve the 1.95/3.0 score above.

FCC Licenses

Boone County has many FCC radio licenses for our emergency communications systems. While this agency only has ownership of just one licenses we monitor for compliance of those licenses on the

behalf of our partner agencies. Our office reaches out to those agencies in advance to make sure they are aware of any expiration dates or issues that need to be addressed regarding their licenses.

Below is a map of each radio tower location that has county or partner agency owned emergency communication equipment on it:



The Workman Radio Tower is owned with a partnership of the West Virginia Emergency Management Division (EMD) and the Boone County Commission. The WV EMD owns the tower itself and their pieces of the Statewide Interoperable Radio Network (SIRN) on the tower and in the hut, they also own the backup generator. The Boone County Commission is responsible for the lease of the property and access road to the tower, the tower hut, general maintenance of the grounds and hut, payment of electricity and gas service etc. The Workman Tower has dispatch circuits for the WV SIRN system, Boone County law, fire, and EMS dispatch radios.

The Drawdy Radio Tower is owned by Price Communications which is leased to PackIT IT services. The Boone County Firefighters Mutual Aid Association leases a repeater and antenna system from PackIT for their county fire radios. PackIT maintains the utilities, tower, and building. There currently isn't backup power for the building.

The Washburn Radio Tower is owned by American Tower. The Boone County Ambulance Authority (BCAA) utilizes this tower for their county dispatch repeater. The tower was built utilizing funds from the West Virginia Public Service Commission's tower assistance fund (TAF). As part of that TAF program it requires that public safety can have access to the tower at no cost for emergency communications equipment. The BCAA owns a hut there, houses their equipment, and pays for the utilities and maintains the generator.

The Whitesville Radio Tower is owned by the Whitesville Fire Department. The radio tower is used for dispatching of the Whitesville Fire and EMS by both Boone and Raleigh County 9-1-1. We have an ongoing project with Whitesville to modernize their analog radio system to a newer P25 digital radio system. This has been an ongoing collaborative project between our office and Whitesville. We hope to have a solution in 2023 and be transitioned over to a state of the art repeater. The tower also housed a repeater for the Boone County Sheriffs Office that is currently out of service due to a lighting strike. Whitesville VFD maintain the building, utilities, and tower itself.

The Bolt Radio Tower is owned by the Boone County Fire Fighters Mutual Aid Association (BCFFMAA). The tower has radio equipment for both the Boone County Fire departments and the Boone County Sheriff’s Office. The BCFFMAA maintains the building, utilities, generator, and tower itself.

The table below shows a breakdown of each radio license that is in use in Boone County:

Callsign	Owner	Use	FRN	Freq	Granted	Expiration
WPBS266	Boone, County of	Sheriff LE	1983881	153.965 155.700	2/15/2013	2/18/2023
WNHV850	Whitesville Fire & Rescue	Whitesville VFD	5491428	156.120 151.250 151.430	1/17/2013	3/10/2023
WPXT583	Boone County Fire Association	Fire	8261729	159.120 154.010 155.4225 150.995 154.1375 154.325 151.2875	03/29/213	6/9/2023
KNGV868	BCAA	EMS	2011963	155.280 155.340	6/12/2013	6/30/2023
WNLJ541	Wharton Barrett VFD	FG2	2010734	154.235	12/31/2013	1/7/2024
WQAQ575	Boone County Commission	EMA	10027662	453.3125 458.3125	10/9/2014	7/20/2024
WPPX226	BCAA	EMS	2011963	453.450 458.450	2/19/2015	2/23/2025
WQCW417	BCAA	EMS	2011963	453.250 458.250 460.625 465.625	5/15/2015	6/9/2025
WQDA856	BCAA	EMS	2011963	453.075 453.3375 453.475 453.7375 453.7625 458.075 458.3375 458.475 458.475 458.7625	5/1/2015	7/11/2025

WQXG348	Danville VFD	Danville VFD	25196726	155.9025 158.970	2/25/2016	2/25/2026
WQQA351	BCAA	EMS	2011963	155.250 151.340	5/1/2021	7/23/2031
WRNM253	Whitesville Fire & Rescue	EMS/Fire	31022395	453.575 458.575	7/26/2021	7/26/2031
WPUQ408	BCAA	EMS	2011963	153.920 155.985 453.075 458.075	4/12/2022	4/12/2032

All FCC license owners that have licenses expiring this year have been notified that they need to apply for an updated license. The 911 Director notified the Sheriff in January 2023 of the upcoming expiration of his license. The 911 center is coordinating a renewal of that license on his behalf.

Emergency Management Office

WV Code §15-5-8 states that each political subdivision of the state is authorized and directed to establish a local organization for emergency services in accordance with the state plan and program for the provision of emergency services and; each local organization for emergency services shall consist of a director. The executive officer or governing body of the political subdivision shall have general direction and control of the local emergency services organization and shall be responsible for carrying out the provisions of this article. The director, subject to the direction and control of such executive officer or governing body, shall be the executive head of the local emergency services organization and shall be directly responsible to the executive officer or governing body for the organization, administration and operation of the local emergency services program.

The Boone County Commission has created and established the Boone County Emergency Management Agency to satisfy the obligations of this code section. The director of the agency is also the 911 director for the county in addition to the added responsibilities delegated by the County Commission to this office.

The director and deputy director maintain an all-hazards overview of the counties emergencies. We monitor daily the incoming 911 calls and the services that are requested and offered in the county. Should a need arise outside of the abilities of the local responding agencies that is where this office is requested by those agencies to step in and assist. We have many tools and contacts to be able to facilitate the needs of most incidents. We have been successful at responding to all requests in 2022 and continue to build our capabilities and relationships with local, county, state, and federal partners.

It is the FEMA model that all emergencies begin and end **locally**. The approach that FEMA takes on emergencies is they are locally executed, state managed, and federally supported. They do not step in until several factors are met for a disaster. A high level overview of this is a flood event for instance. An event has to meet a certain threshold for damages at a local level to be declared a disaster, for Boone County that amount is \$95,807.00. That means that a total amount of damages to the local government agencies must be met before we can apply for public assistance declarations. The next step of this is the State of West Virginia must have damages of \$2,872,178.00 to be able to apply for assistance. So if

there is a flood event in our county and the damages were say \$500,000.00, we would qualify under the county threshold, but not under the state threshold, therefore a federal declaration would not be issued.

There were a couple of flooding events in Boone County in 2022. These did affect several roads and structures however because of the threshold amounts we did not qualify for any federal assistance for these events.

Incidents and Exercises

Our Emergency Management office routinely responds to calls to supplement the response, coordinate information, or facilitate resources. We do this using the National Incident Management system guidelines and work with the incident commander. We never assume command of a situation unless requested to or when we have a countywide event such as severe weather that would required resource assignments and general direction and control of the situation.

In 2022 our agency had representation and responded to 166 calls for service.

One of the capabilities of our office that is often requested is the use of our unmanned aerial vehicles or drones. We have two DJI Mavic 2 Enterprise drones with FLIR capabilities. Our office has authorization from the Federal Aviation Administration by way of a Certificate of Authority to fly in any class G airspace. In addition to that we have a waiver approved by the FAA for visual line of sight loss flying along with nighttime flying authorization.

Below are a few pictures from incidents that we assisted with in 2022.

We were requested to gather aerial footage of a radio tower that fell on the old Hobet Mining property. This tower was used by the Danville Volunteer Fire Department for a radio repeater up until it fell.



On June 22, 2022 our office was requested by the West Virginia State Police to respond to Blair Mountain for a helicopter crash. Their agencies drone was unavailable and there was a impending rain storm moving in and they needed to get aerial photography for their investigation before the rain disturbed the scene. We reported to the onscene incident command and operated the drone and took the photographs at the direction of the state police along with the drone operator.



On August 24th and 25th our office participated in a mine rescue exercise/competition in Sylvester. We used this event to simulate a response and standby for a real world mine accident where we initiated an incident command system, had units staged, and provide on scene support for the event.



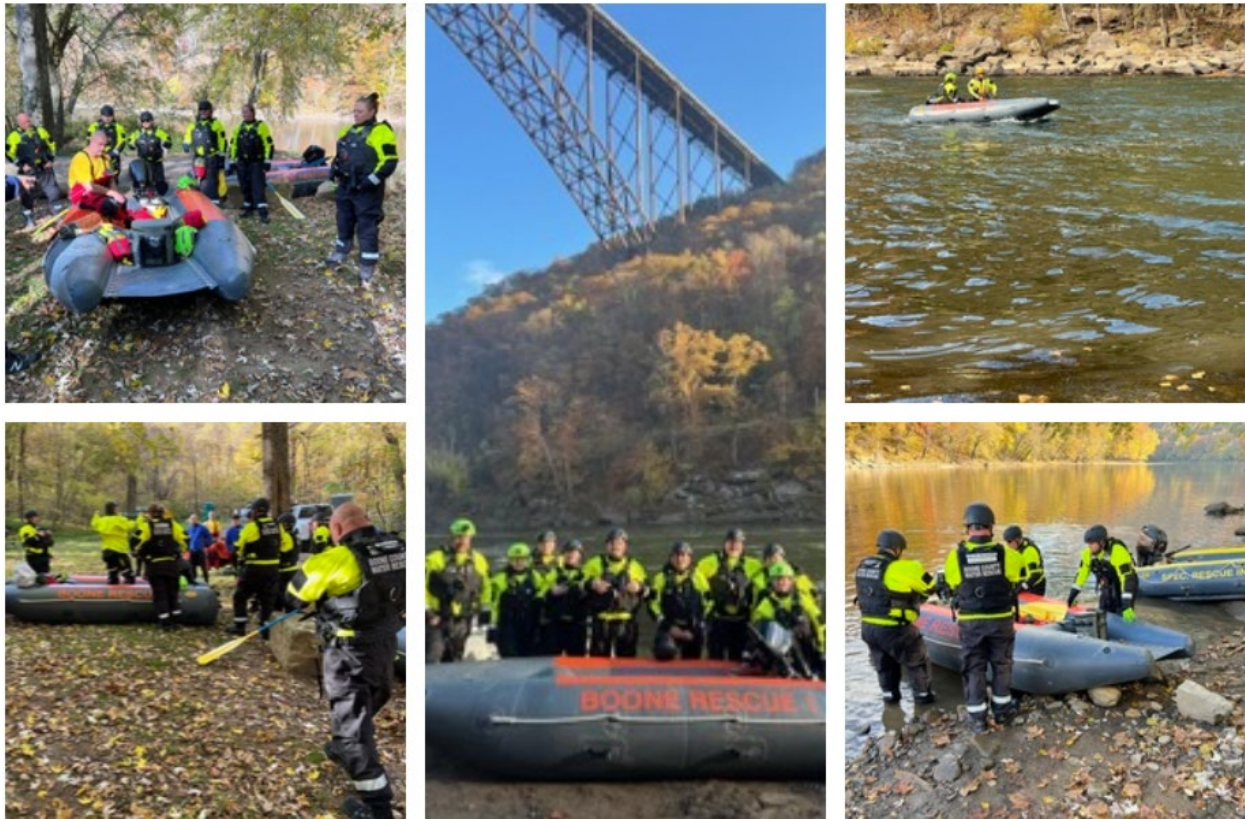
Our office responded to the Toney's Branch Apartment complex fire on December 2, 2022. We assisted with getting the victim families in touch with the American Red Cross for temporary housing and disaster assistance.



On December 4, 2022 the 911 center received a call from Boone Memorial Hospital stating that they had received a bomb threat. The threat was reported to a security officer via a telephone call. They advised that they were evacuating the hospital at the time of the call. The bomb was reported to be placed somewhere in the hospital by the person calling, stating that they had been to the hospital earlier that day performing maintenance. Our offices assisted with the evacuation process in coordination with on scene units and activation of the emergency operations center.



Our most proud accomplishment this year for the emergency management office is the formation of a water rescue team for Boone County. This is a capability that has long been needed in our county after the previous team dissolved. The threat of flooding is one of Boone Counties greatest hazards. We relied heavily on surrounding state and county teams to assist us in times of need. Thankfully Chief Lively with the Whitesville Fire Department came to me with a plan to form and lead a team in our county. We just needed the equipment and funding to get it started. With the generous allotment of \$80,000.00 from the Boone County Commission by way of American Rescue Plan (ARP) funds, we were able to see this to fruition. A grant was also secured from the State Emergency Response Commission (SERC) to assist with training. Currently there are over 20 tech level trained personnel in our county ready to respond with the best equipment on the market.



Impoundment Emergency Warning Plans

WV Code §22-14-12 requires that owners of dams of a certain size are required to have a monitoring and emergency action plan in place in the event of a dam failure. Boone County has or is affected by 24 recreation, mitigation, or high hazard impoundments. We routinely meet with the engineering staff of the owner/operators of these dams to review their plans. We sign off on them after having reviewed them and place them on file in our office. In 2022 we reviewed 16 of the 24 dams. Below is a table showing some brief info of each one of the dams we have information about:

Impoundment Name	Location	Date	Height Feet	Gallons	Freeboard Feet
Jake Gore Slurry Impoundment	Quinland	11/16/2022	800	15,510,507,600	60
Chess Processing Refuse Disposal Area No. 1	Sylvester	3/30/2022	600	13,177,414,440	18

Brushy Fork Slurry Impoundment	Whitesville	9/8/2022	920	11,828,391,300	20
Rocklick Branch Refuse Impoundment	Greenwood	3/16/2022	537	9,773,249,043	124
Jarrell Branch Refuse Impoundment	Wharton	3/16/2022	521	5,926,903,839	75
Monclo Refuse Impoundment	Sharples	3/8/2022	450	4,382,044,248	45
#21 Slurry Impoundment	Julian	8/26/2022	440	3,625,744,077	20
Shumate Creek Slurry Impoundment	Naoma	2/18/2022	382	3,347,467,323	35
Bragg Fork Refuse Impoundment	Julian	8/26/2022	270	3,145,765,554	11
Road Fork Coal Refuse Disposal Facility	Uneeda	1/27/2011	500	2,959,378,782	15
Lake Stephens Dam	Surveyor	4/19/2021	75	2,929,400,490	9.5
Cherry Tree Hollow Refuse	Emmons	1/3/2022	388	2,361,116,346	40
Crooked Run Slurry Impoundment	Peytona	5/6/2022	360	2,080,558,635	43
Moccasin Hollow Impoundment	Orgas	8/17/2022	380	1,783,382,523	17
Spruce Lick Fork Coal Refuse Impoundment	Twilight	11/18/1987		1,561,803,843	50
Collins Fork Impoundment	Clear Creek	12/5/2022	380	1,055,757,240	50
Lots Fork Refuse Impoundment	Prenter	1/27/2022	354	985,699,275	80
Elisa Fork Refuse Impoundment	Quinland	8/26/2021	550	769,008,360	6
Bean Hollow Refuse Impoundment	Clothier	6/15/2022	270	670,927,209	36.5
Plant 1 Coal Refuse Disposal Impoundment	Clothier	3/15/2016	270	670,927,209	
Browns Branch Slurry Impoundment	Van	11/16/2022	183	619,116,900	21
New West Hollow Impoundment	Comfort	11/3/2004	190	609,667,221	
Pond Fork Slurry Impoundment	Bob White	2/18/2000	260	270,456,330	
Rockhouse Mitigation Pond	Miflin	12/30/2016	50	66,147,753	10

LEPC

§15-5A of West Virginia Code requires that Boone County develop a comprehensive emergency response plan and establish a program for the collection and dissemination to the public of information on certain hazardous chemicals and toxic chemicals in their communities. The Boone County Commission has delegated this responsibility to our office to maintain. The Local Emergency Planning Committee (LEPC) has reviewed the counties plan and participated in the required meetings as set forth by the State Emergency Response Commission (SERC).

There is also a grant program through the WV SERC. 2022's grant made \$3,000.00 available to all LEPC's throughout the state to use for their LEPC. One of the initiatives statewide is to use this money to implement weather stations throughout the counties. We worked with the National Weather Service Hydrologist in Charleston to determine the locations that they would like to see these stations placed. We were able to secure 3 weather stations with this money. We purchased the stations and received them in December 2022. The National Weather service identified a need in the Van/Wharton area, the Jeffrey area and the Racine/Whitesville areas of the county. The units require a connection to the internet to report their information. It is my intention to discuss with the local fire departments in those areas to see if they would allow us to place them there and use their internet connection. This is likely to be completed by Spring of 2023.

Tier II reporting

To satisfy the requirements of keeping the information of the chemicals and their reportable quantities on file and available to the public our office uses the State of West Virginia's Tier 2 reporting system. It is an online system that companies that have chemicals in reportable quantities file this information with. Currently there are 24 active facilities reporting in Boone County. 20 of these facilities are oil and gas facilities with the storage of natural gas and chemicals to process the natural gas, 2 of the facilities are Frontier Central Phone Offices storing batteries that have sulfuric acid and the remaining 2 are the DOH garages that stores diesel and gasoline in reportable quantities.

Addressing Department

The addressing department is responsible for assigning and maintaining all of the physical addresses in Boone County. Physical addresses are used for many different purposes, the most important of which is in support of the second part of our mission statement; the right place. Physical addressing reduces the amount of time it takes to not only process a 911 call but quickly getting emergency responders to the scene.

The addressing department is currently working to improve our GIS mapping, replacing missing road signs and updating the pictures that we have on file for each address. In 2022 we updated 726 pictures and replaced or repaired over 100 street signs.

Floodplain Management

Boone County participates in the National Flood Insurance Program. As such a floodplain manager is required to enforce the floodplain ordinance. That responsibility has been delegated by ordinance to the Director of Emergency Management. The ordinance requires that any development in Boone County be permitted to ensure compliance with the ordinance.

Our office maintains the flood insurance rate maps for the county as well as uses the WV Flood Tool to assist citizens in planning the development. We can assist with flood plain determinations or advise and direction of where to and how high to build your structure if in a special flood hazard area.

In 2022 we permitted the following:

Type of Development	Number of Permits
Singlewide Trailers	19
Doublewide Trailers	16
Tiny Homes	6
Houses	5
Fill	1
Camper	3
Total	50

Finances

The Boone County 911 center receives its funding from 2 primary sources. The first of which is by a wireline ordinance adopted by the Boone County Commission which places a fee on all landline and voip

phone service lines in the county. For 2022 each residential landline was charged a fee of \$4.00 per month and business landlines was charged a fee of \$6.00 per month. The second source of income is from wireless telephone fees. The WV Public Service Commission distributes on a quarterly basis the collection of wireless monies by population to all WV counties. We also receive income from county clerk recording fees and address verification letters. Below is a table of our income in 2022:

Source	Amount
Wireline	\$352,532.15
Wireless	\$770,486.52
Interest	\$3,643.05
County Clerk Fees	\$1,029.00
Address Letters	\$615.00
Total	\$1,128,305.72

Below is a table of our expenses for 2022:

Expense	Amount
Personal Services	\$794,464.71
Contracted Services	\$124,625.39
Commodities	\$99,545.29
Capital Outlay	\$30,935.34
Capital Outlay-Land	\$65,622.00
Capital Outlay-Vehicles	\$29,614.40
Capital Project-Equipment	\$55,000.00
Total	\$1,119,807.13

Recurring Yearly Contracts

The Boone County Emergency Management Agency has yearly recurring maintenance or sales contracts with various vendors. The table below shows the companies, costs, and expiration dates:

Vendor	Description	Cost	Expiration/Recurring
Frontier	DIA Fiber at 911	\$566.00/monthly	December 2024
Optimum	DIA Fiber at 911	\$590.85/monthly	December 2025
Optimum	DIA Fiber at Workman Radio Tower	\$590.85/monthly	November 2026
Zap Technical Services	Radio Maintenance	\$630.00/monthly	Recurring month to month
ESRI	Arc Map Maintenance	\$1,000.00/yearly	Recurring yearly
ESRI	Enterprise Mapping for CAD System	\$2,250.00/yearly	Recurring yearly
Computer Projects of Illinois	NextTest WEAPON Recertification	\$238.50/yearly	Recurring yearly
WV E-911 Council	Membership Fees	\$1,500.00	Recurring Yearly
WV Emergency Management Council	Membership Fees	\$150.00	Recurring yearly
Everbridge	Reverse 911	\$6,000.00	July 2023

Unified Solutions	Logger Recorder Maintenance	\$4,795.00	June 2023
ASFPM	CFM Certification	\$330.00	Recurring yearly
TeamViewer	Remote IT access	\$1,259.00	October 2023
GoFullCloud	M365 Licensing	\$7,128.00	October 2023
CentralSquare	CAD Maintenance	\$40,548.37	August 2023
Orion	Disaster Management Software	\$2,000.00	February 2023
SonicWall	911 Firewall	\$3,500.00	Recurring Yearly
SonicWall	Workman Tower Firewall	\$3,500.00	Recurring Yearly
PowerPhone	Dispatch Guide cards and training	\$7,349.85	January 2023
Adobe	PDF Software	\$750.00	December 2023
Amazon Prime	Membership	\$190.00	January 2023
Sam's Club	Membership	\$200.00	Yearly Recurring
Wellsaidlabs	Text to speech software	\$1,069.00	Yearly Recurring
Computer Projects of Illinois	WEAPON Terminal Licenses	\$720.00	Yearly Recurring
VMWare	CAD Server Virtual Machine Software	\$200.00	Yearly Recurring
Star Link	Portable Internet	\$500.00/monthly	Monthly Recurring

Leases

The Boone County 911 Center currently entered in leases with a few different entities. The first is a lease purchase agreement with Ford Municipal Credit. This is for the purchase of a 2020 Ford Expedition and 2020 Ford F-150. These was a 3-year term with payments made quarterly. The payments on the Expedition is \$3,970.82 and the F-150 is \$3,432.78. The leases will be paid off in August in 2023 with the option to purchase the vehicles for \$1.00.

We also lease the property behind the 911 center from Gloria Burton. This is rent for the land used for additional parking, garbage dumpster, and standby generator. This lease is paid quarterly at \$600.00.

We also lease the lot where the Workman Radio Tower is located at \$650.00 a year as well as the access road on Workman Branch at \$2200.00 a year.

IT Department

IT services for any county office including the 911 center are handled by staff from our office. Generally, day to day troubleshooting, installs, user trainings, etc. are handled by Greg Hager. Michael Mayhorn oversees the general direction and high lower overview of each IT component in the county. We currently do not have a ticketing system in place to capture a number of service calls and project statuses, we plan to implement a system in 2023 to have a better understanding of where we spend most of our time and report on project statuses.

Projects Completed

Just as an overview of some projects that we completed in 2022 that were IT related:

- In January 2022 we applied for and worked through the process with the FAA for our drone programs Certificate of Authority (COA). We were approved for that waiver.
- In January of 2022 we assisted the Boone County Firefighters Mutual Aid Association with programming 78 two way radios that they received on a grant. We visited each fire department and programmed them and did user training with them as well.
- During May, June, July, and August of 2022, we completed a complete refresh of the computers and servers at the Boone County Courthouse and Boone County Parks and Recreation Offices at Water Ways.
- In August 2022, we placed our StarLink deployable internet system into service.
- September 2022, we completed the installation and user training of the new PowerPhone computer system.
- In September 2022, we installed Wi-Fi service throughout the WaterWays Amphitheater area. This was to supply vendor with Wi-Fi for payment processing during events.
- In September 2022, we assisted with the County Clerk's office upgrade of their credit card processing and installation of their credit card readers.
- In November of 2022 we placed into service a Push to Talk over Cellular system. This allows first responders to have access to county radio systems over any data connection on their cell phone without the need of a radio.

Grants

We are always looking for grant opportunities to supplement our budget to improve our agency. Below is a breakdown of each grant that we applied for or received and the status of each:

- We applied for the Emergency Management Performance Grant (EMPG) 2020 Supplemental on December 7, 2021 in the amount of \$12,500.00. This grant was for the partial reimbursement of the purchase of the portable solar trailer mounted message boards. We received the funds for that grant on September 9, 2022.
- On July 6th 2022 we applied for the EMPG Grant for the 2020 cycle. This grant was for reimbursement up to \$35,462.00. This is for certain equipment that was eligible for reimbursement under the program that wasn't paid for from CARES funds. This award is still pending.
- The LEPC applied for a \$3,000.00 grant from the WV SERC. That grant was received and used to purchase 3 weather stations to be placed throughout the county.
- Our office applied for funding through the WV SERC for Water Rescue training for our newly formed water rescue team. We received enough funding to send 18 students to the class. So far 12 have taken the class and 6 more will take the class in 2023.
- An Homeland Security Grant Program grant was applied for in 2022 for a Microwave link connecting the Workman Radio tower to the Sumerco Radio tower in Lincoln County. This was to connect our counties 911 center to Lincoln Counties 911 center directly. That grant request was denied.

Looking ahead at 2023

As you can see, 2022 was a busy year and 2023 is shaping up to be even busier. We have plans for many more great accomplishments to make our county better. There are 2 main goals for 2023. We should

be transitioned to a Next Generation 911 system, a state-of-the-art call delivery system. Boone County is leading the way in WV and the nation in this endeavor. Secondly, after purchasing property in Madison in hopes of a future home for a new facility, we want to begin the RFP process to understand what we are looking at in terms of building a new 911 center.

We will continue to provide the best services that we can to our citizens and first responders.