

**Metro Emergency Operations Center**  
**Board of Directors**  
December 8, 2015  
Minutes

Present: Jennifer Sayre, presiding  
John Wells  
Wayne Armstrong  
David Armstrong  
Keith Vititoe, for the Honorable Kent Carper  
Dan Foster  
Brenda Isaac  
Sgt. Randy Sampson, for Mayor Danny Jones  
Rod Johnson, for Joe Lynch  
Becky Oakley  
Dale Petry  
Mike Rutherford  
Derek Johnson  
WVSP Representative

Staff: John Rutherford  
Russell Emrick  
Rick McElhaney  
Lindsay White  
Brooke Hylbert  
Paul Dryden  
Joanna Edwards

Guests: Carrie Hill

Mrs. Sayre called the meeting to order at 12:00 p.m., roll call was noted.

Motion was made to approve the minutes from September 15, 2015.

Motion: D. Armstrong

Second: Foster

The motion carried unanimously.

**Report from Finance Committee**

*Update on FY 15 Audit* – Lindsay White stated that the auditors were in attendance for the Finance/Executive Board meeting to go over the FY 15 audit. She stated that Metro received an unqualified or clean opinion. She explained that it was a good audit and Suttle & Stalnaker has the audit contract for the next year also.

*Presentation of YTD Financial Statements* – Lindsay White went over Metro at a Glance Sheet. White stated that as of the end of October the cash in the bank is \$1.3 million. Significant additions to property year-to-date include a polycom unit for the EOC and Microsoft licensing updates. White stated that Metro is holding some retention on the

phone system in the amount of \$26,000. Year to date landlines are 1.8% better than budget but are down 1.9% from last year. White stated that the landline increase was received October 1<sup>st</sup>. Wireless remittances are better than budget by 4.9% for the fiscal year and are up approximately 2% from last year. Payroll is better than budget by 8%, which is up from last year as a result of the 3% increase in wages for full time employees and hiring of additional employees in the 911 center. White explained there are receivables on the books that she expects to see reimbursement for soon from FEMA and WVAWC for EOC activations.

*Renewal of Intergovernmental Agreement between Metro and KCSO* – Jennifer Sayre stated that the renewal of the Intergovernmental Agreement was approved during the Finance/Executive meeting. Sayre explained that this agreement allows Sheriff John Rutherford to serve as Metro the Executive Director without financial compensation.

*Annual Election of Executive Board Member* – Jennifer Sayre stated that per the Metro 911 Charter there needs be an annual election of an additional Executive Board member who will serve as representative for the Board of Directors.

Motion made elect Grant Gunnoe as Executive Board member.

Motion: Armstrong  
Second: Foster

The motion carried unanimously.

*Metro Charter Update* – Jennifer Sayre stated that the Commission approved an update to the Metro Charter on November 5<sup>th</sup>. She explained that the charter had not been updated since approximately 1997 and most of the updates were clerical.

*Records Retention Policy* - Brooke Hylbert explained that record retention schedule was approved by the Finance/Executive Board in the prior meeting. She went on to explain that Metro has never had a retention policy and this authorizes Metro to destroy records once they reach certain dates. Audio in the 911 center will be kept for 180 days, which was the policy previously in place. All other records will be retained for 7 years (84 months).

### **Director's Report**

John Rutherford gave the Board an update on staffing. He stated that staffing is currently at 42 trained dispatchers, without an increase in the budget. He stated that Metro has also hired Joanna Edwards in payroll and Betsy Meadows is doing quality assurance. Rutherford stated that they are seeing a decrease in mandatory overtime, which has improved employee morale. Rutherford also explained that he believes each shift has outstanding supervision that has led to better service to the public.

Rick McElhaney went on to explain that as a team Metro has overcome many staffing obstacles. He stated that since the center is no longer under-staffed the employees are no longer working mandatory overtime, employee turnover has improved and employees seem happier. McElhaney stated that new policies have been put in place regarding

staffing including minimum and maximum staffing numbers per shift and part-time employee expectations.

McElhanev then went on to explain that the staff has been working diligently to study our call statistics. He stated that Metro continues to see a consistent increase in their call volume. He explained that even though the call volume is increasing, the ring times are steadily in the 90<sup>th</sup> percentile. The increase in ring time percentage has largely been facilitated by the implementation of the call taking/community support positions. He stated that overall the center is running more efficiently.

Jennifer Sayre stated that there is a legislative update for the Board. Carrie Hill explained that there is an additional fee bill that would allow the County Commission to impose up to an additional \$1.00 on wireless fees, the additional money would stay within the county. Hill stated that she will be talking to the legislature about this bill and work to get the bill supported.

## **Project Updates**

### *1. Technology Project Updates*

*Current IT Procurement* – Russell Emrick stated that he wanted to remind the Board that we are looking at some substantial radio upgrades in FY18 to help correct interference issues and other problems. Emrick stated that Metro is exploring grant opportunities for funding this project.

*CAD Enterprise Project* – Russell Emrick stated that the CAD Enterprise project is continuing well and Metro has created a CAD Committee comprised of dispatchers. He further explained that the new CAD software has a critical missing component and New World has agreed to develop the software further. Due to this issue the CAD go-live will not occur as previously scheduled in March 2016. The new go-live will be November 2016.

*Radio Towers & Equipment* – Rick McElhanev stated that the tower inspection for the Metro tower will be completed later this afternoon. He stated that once the inspection is complete they will present the results to the Board.

### *2. Building and Grounds Update* – Rick McElhanev stated that there was an alternate PSAP test in August which included maintenance on the generator, transfer switch that transfers commercial power, and backup batteries.

**Training Update** – Paul Dryden stated that training is going very well. He explained that in the two classes hired this year most have completed their training or are very close to completion. Dryden thanked all the Captains and Lieutenants for playing such an active role in training the new employees.

Paul Dryden then stated that Betsy Meadows is moving forward well with QA and it is helping to enhance training and give all of the employees positive reinforcement and constructive criticism.

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**Call/Text-to-911 of the Quarter** – Rick McElhane stated that Lt. Matthew Blalock is receiving the Call of the Quarter. He stated that Lt. Blalock was chosen not just for one incident or call but because all of his calls and dispatches overall are outstanding. McElhane played a call and radio traffic for the Board handled by Lt. Blalock.

**Telecommunicator Representative Report** – Derek Johnson stated that he did not have anything to report from the telecommunicators and everything has been going well and morale is high.

**Conflict of Interest Statements** – Lindsay White reminded all Board members to complete their Conflict of Interest statements.

**Old Business** – None.

**New Business** – Brooke Hylbert explained that Metro is doing a canned food drive for Mountain Mission during the holidays.

**Public Comment** – None.

**Announcements** – Next meeting is scheduled for March 22, 2016.

Motion made adjourn.

Motion: Foster

Second: Armstrong

Motion carried unanimously.

Meeting was adjourned at 12:45 p.m.



Respectfully submitted,