

**Metro Emergency Operations Center  
Board of Directors  
September 25, 2018  
Minutes**

**Present:** Jennifer Herrald  
Mayor Jay Snodgrass (after roll call)  
Derek Johnson  
Dan Foster  
Phillip Fout  
Grant Gunnoe  
Brenda Isaac  
Angle Moore  
Becky Oakley  
CW Sigman  
Sheriff Mike Rutherford  
Jacque Gumm  
Dave Wagoner

**Staff:** John Rutherford  
Lindsay White  
Russell Emrick  
Amy Larch  
Rick McElhaney  
Joanna Edwards  
Paul Dryden  
Rachel King  
Josh Knox

**Guests:** Ralph Ewing, Chemours  
Chief Perrine, Marmet PD (after roll call)

Jennifer Herrald called the meeting to order at 12:01 p.m., roll call was noted.

**Pledge of Allegiance**

**Moment of Silence**

**Approval of Minutes**

John Rutherford introduced new board members Dave Wagoner and Angel Moore.

Motion was made to approve the minutes from June 26, 2018.

Motion: M. Rutherford

Second: Foster

The motion carried unanimously.

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**Resolutions – None.**

### **Finance Committee**

Lindsay White stated that the audit fieldwork for FY18 had been completed and the audit report was expected to be ready to present by the December meeting.

White stated the following topics had been discussed in the previous meeting: FY19 financial statements YTD, budget amendments, approval of a few invoices, the bid results and approval for radio antenna removal and installation, and IT projects.

### **Director Rutherford's Report**

John Rutherford stated that, with the help of the Public Safety Grant and the County Commission, Metro had been working to move the Alternate PSAP from Kanawha County Ambulance Authority to the County Courthouse. Rutherford stated that hopefully within the next month or two the move would be complete and Metro would be able to begin the testing process.

Rutherford stated that Metro had also been working diligently with the County Commission and Kanawha County Sheriff's Office on security for the Shawnee Sports Complex, wherein the major concern was after hours.

Rutherford stated that Metro would be having an Open House on October 17 from 4:00-6:00PM for local officials and politicians to have tours of the building and learn more about Metro.

Rutherford stated that for the last two weeks Metro and CW (Sigman) had been hosting the National Weather Service in the EOC.

Rutherford stated that also with the help of the Public Safety Grant and related to Shawnee Sports Complex security project, Metro has been able to set up a video board in the dispatch center. Rutherford stated the board was made of nine 55' televisions and can monitor the Department of Highways cameras and the cameras at the Shawnee Sports Complex. They can also connect to the Sheriff's Department's drone, as well as several other functions.

Rutherford commended the whole staff at Metro, particularly in the communications center, for the professional job they do.

### **Executive Board Actions Since Last Meeting**

Joanna Edwards stated that on July 3<sup>rd</sup> Metro had received the invoice for phase one of the radio project, and the invoice showed that the original quote had not included shipping and handling. The Executive Board approved the addition of \$9,202 by majority vote via email. Edwards stated that on July 10<sup>th</sup>, the Board President approved payment of the

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credit card statement, which exceeded \$10,000 due to approximately \$4,500 for new EMD guide cards. Edwards stated that both of these items were ratified in the previous meeting.

## **Department Updates**

### *Technology*

*Current IT Procurement* – Russell Emrick stated that the Finance Committee and Executive Board had approved the purchase of a new firewall for Metro, and this project would likely occur within the next month or so.

*Dispatch Phone Upgrade* – Russell Emrick stated the phone upgrade would be a full 911 overhaul, wherein the Alternate PSAP would be activated. Emrick stated that at this time, Metro and Frontier would be addressing the equipment redundancy issue that caused the 911 outage in June.

*Project Updates: CAD Enterprise* – Russell Emrick stated that it had been a year since the major CAD Enterprise update, and there were now minor upgrades that were ready to launch. Emrick stated this was a county-wide project and would likely take place in the Spring.

*Project Updates: Law, Fire, and EMS Projects* – Josh Knox stated that CAD Enterprise had been working very well. Knox stated that Metro had recently been collaborating with Charleston Fire Department to build greater redundancy. Knox stated that Metro had also recently worked with Saint Albans Fire Department on an Apparatus Dispatch model.

*Radio Towers and Equipment: Metro Tower Repairs* – Russell Emrick explained that Metro was still waiting on the state for the result of their grant application that would be used to fix the on-site radio tower, otherwise the repairs would come from Metro's budget.

*Radio Towers and Equipment: Radio Project Phase 2* – Russell Emrick stated that Jim (Mangus) was continuing to work on the microwave link to the WV SIRN network. Emrick stated that a bid was awarded for the installation of the antennas, which was the next step.

### *Operations*

*Training Update* – John Rutherford presented Paul Dryden with a plaque commemorating his 30 years of service, and announced that Dryden would be retiring at the end of October.

Paul Dryden stated that Metro recently had In-services with Chief Eric Johnson of Yeager Airport Police and had upcoming In-services with the State Fire Marshal's Office. Dryden stated that all the certifications were still up-to-date and there were four new hires that were training in the center who should have all their radios passed by the end of the year.

1. The first part of the document discusses the importance of maintaining accurate records of all transactions and activities. It emphasizes that this is essential for ensuring transparency and accountability in the organization's operations.

2. The second part of the document outlines the various methods and tools used to collect and analyze data. It highlights the use of advanced software and techniques to ensure the accuracy and reliability of the information gathered.

3. The third part of the document describes the process of identifying and addressing potential risks and challenges. It stresses the need for proactive measures to prevent issues before they arise and to respond effectively when they do.

4. The fourth part of the document focuses on the importance of communication and collaboration among all stakeholders. It notes that clear and consistent communication is vital for ensuring that everyone is on the same page and working towards common goals.

5. The fifth part of the document discusses the role of leadership in driving the organization's success. It emphasizes that strong leaders are essential for setting a clear vision, inspiring the team, and making difficult decisions when necessary.

6. The sixth part of the document addresses the importance of continuous learning and improvement. It notes that the organization must be open to new ideas and feedback to stay competitive and adapt to changing market conditions.

7. The seventh part of the document discusses the role of technology in modern business operations. It highlights how digital tools and platforms can streamline processes, improve efficiency, and provide valuable insights into customer behavior.

8. The eighth part of the document focuses on the importance of financial management and budgeting. It stresses that careful planning and control of resources are essential for ensuring the organization's long-term sustainability and growth.

9. The ninth part of the document discusses the role of human resources in the organization's success. It emphasizes that attracting, developing, and retaining top talent is a key factor in achieving the organization's strategic objectives.

10. The tenth part of the document addresses the importance of ethical and social responsibility. It notes that organizations have a duty to act fairly, honestly, and in a way that benefits society as a whole.

11. The eleventh part of the document discusses the role of innovation in driving the organization's success. It emphasizes that a culture of innovation is essential for developing new products, services, and business models that meet the needs of the market.

12. The twelfth part of the document focuses on the importance of customer satisfaction and loyalty. It notes that providing excellent customer service and meeting the needs of the customer are essential for building a strong and profitable business.

## **Building Update**

*Server Room Conduit Leak* – Rick McElhaney stated that Metro had a couple of conduits that were leaking on the property, and there was one in particular that had delayed the phone upgrade. McElhaney stated that they believed all the conduits were repaired now, but would be monitoring them.

## **Telecommunicator Representative Report**

Derek Johnson stated that he had nothing new to report.

## **Ring Time Summary and Employee Recognition**

Rick McElhaney stated that Metro's ring times varied from shift-to-shift and time of day, but the average was at almost 97%, which is well above national standards. McElhaney stated that Metro was continuing to work on the quality of not only taking calls, but also dispatching the calls and measuring efficiency in the Center.

*\*\*The National Standard for ring times is to answer the phone within 3 rings 90% of the time.*

Rick McElhaney commended Rachel King for her planning and execution of Metro's involvement in the Lip Sync Challenge.

**Old Business** – None.

**New Business** – None.

**Public Comment** – John Rutherford invited the Board to see the video board in the Communications Center.

**Announcements** – Lindsay White stated all officer oaths and conflict of interest statements had been submitted and thanked the Board.

Jennifer Herrald announced the next meeting would be Tuesday, December 11.

Motion made to adjourn.

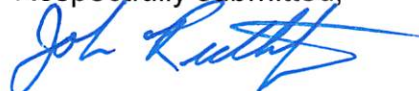
Motion: M. Rutherford

Second: Oakley

Motion carried unanimously.

Meeting was adjourned at 12:45 p.m.

Respectfully submitted,



1. The purpose of this document is to provide a comprehensive overview of the project's objectives and scope. It is intended for the project team and stakeholders.

2. The project will be managed using a structured approach, ensuring that all tasks are completed on time and within budget. Regular communication and reporting will be maintained throughout the project lifecycle.

3. The project team consists of experienced professionals who are committed to achieving the project's goals. We will leverage our collective skills and resources to ensure the highest quality of work.

4. The project budget is well-defined, and we have identified potential risks and mitigation strategies. We will monitor the budget closely and adjust as needed to ensure the project remains on track.

5. The project timeline is realistic and achievable, taking into account all dependencies and potential delays. We will provide regular updates on the project's progress and any changes to the schedule.

6. The project's success is dependent on the active participation and support of all stakeholders. We will engage with stakeholders throughout the project to ensure their needs and expectations are met.

7. The project will be completed on time and within budget, meeting all the requirements and objectives. We will conduct a final review and evaluation to identify lessons learned and areas for improvement.

8. The project team is confident in our ability to deliver a high-quality project that meets the needs of our stakeholders. We will continue to work hard to ensure the project's success.

9. The project is a key priority for our organization, and we are committed to its successful completion. We will continue to communicate and report on the project's progress as it evolves.

10. The project team is excited to start the project and look forward to achieving our goals. We will work together to overcome any challenges and ensure the project is a success.