

**Metro Emergency Operations Center  
Board of Directors  
December 11, 2018  
Minutes**

Present: Jennifer Herral  
David Armstrong  
Keith Vititoe, for Commissioner Kent Carper  
Derek Johnson  
Dan Foster (at 12:05)  
Matt Lyons  
Grant Gunnoe  
Brenda Isaac  
Angel Moore  
CW Sigman  
Sheriff Mike Rutherford  
Chuck Boggs  
Dave Wagoner

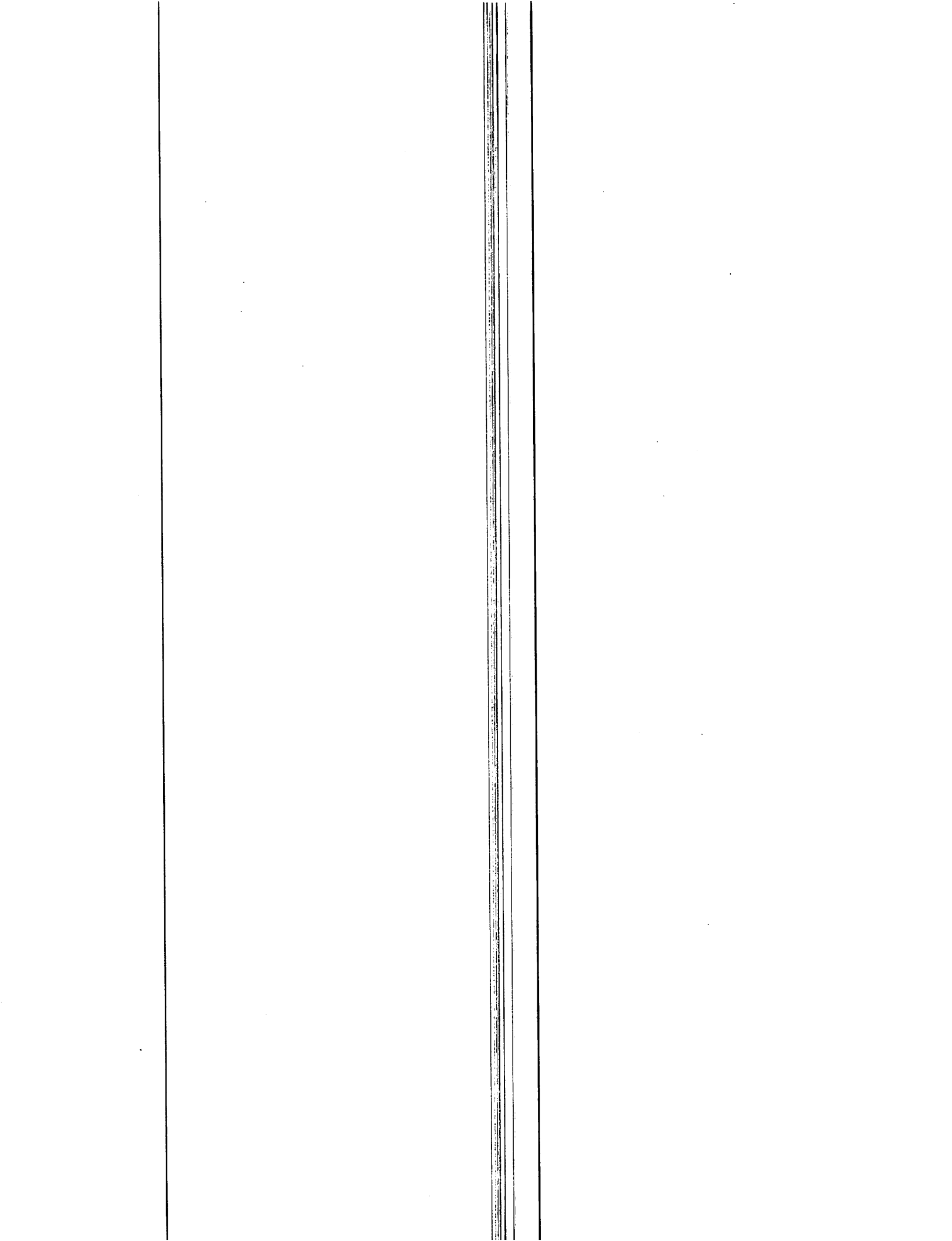
Staff: John Rutherford  
Lindsay White  
Russell Emrick  
Amy Larch  
Rick McElhaney  
Joanna Edwards  
Rusty Brown  
Kathryn Miller  
Jason Spaulding  
Tara Backus  
Hannah Meadows  
Stanley Peters  
Mary Frampton  
Robbie Nutter  
Zach Russell  
James Hagy  
Mark Miller

Guests: Sgt. Hammontree, WVSP  
Sgt. McCoy, WVSP  
Carrie Brown

Jennifer Herral called the meeting to order at 12:03 p.m., roll call was noted.

**Pledge of Allegiance**

**Moment of Silence**



## **Approval of Minutes**

Motion was made to approve the minutes from September 25, 2018.

Motion: Armstrong

Second: Lyons

The motion carried unanimously.

**Resolutions – None.**

## **Finance Committee**

Lindsay White stated that the auditors had been in the previous Executive Board and Finance Committee meeting to present FY18 audited financial statements and reported that all had gone well with the audit. White stated there were copies of the audit report available if anyone was interested. White stated in the previous meeting, there had also been discussion of Metro's financial statements as of October 2018, approval of budget amendments, and updates on the conduit leak and IT projects, with Rick McElhaney and Russell Emrick would address later in the meeting.

John Rutherford commended Lindsay White, Joanna Edwards, and Amy Larch for the excellent job they do on Metro's finances.

## **Election of Executive Board Member from Board of Directors**

Motion was made to appoint Grant Gunnoe to the Executive Board.

Motion: Herrald

Second: Armstrong

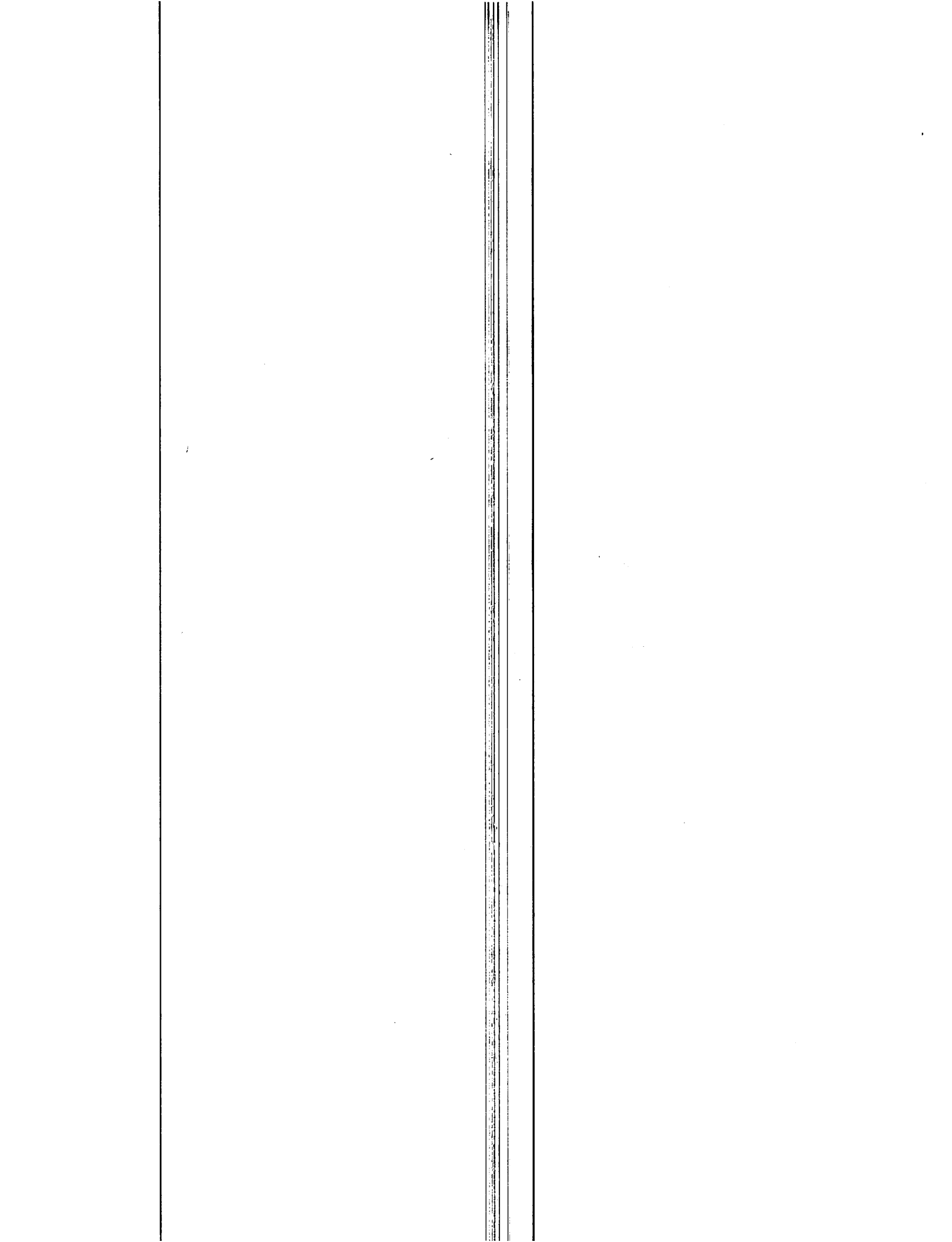
The motion carried unanimously.

## **Director Rutherford's Report**

John Rutherford stated the Alternate PSAP should have the final touches in the next week and thanked the County Commission for their help on the project. Rutherford commended Jeff Clark and Dave Erwin for their work on the radios.

Rutherford stated Metro was still working well with the Shawnee Sports Complex and would be holding the monthly In-services there to help the dispatchers familiarize themselves with the complex. Rutherford commended Kirk Ballard and Paul Smith for their work on the camera system, and stated that next Metro was hoping to establish internet connection to even further improve the security.

Rutherford explained that the previous month, Metro had an open house, wherein several figures from around the city and county came to see the center and meet the staff. Rutherford stated that the Saint Albans Rotary club had also had their meeting here the previous month.



Rutherford commended several employees for calls they had recently taken, and also commended board member, Matt Lyons, for his recent deployment serving our country.

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

Joanna Edwards stated there were none.

### **Department Updates**

#### *Technology*

*Current IT Procurement* – Russell Emrick stated that Kirk Ballard had recently done two full network replacements, work that in the past had been contracted out to vendors at \$150/hr+. Emrick stated there had been three major tests of the phone system, two of which may save Metro \$60,000 in redundancy equipment. Emrick stated that IT and Operations had been working very well together on the conduit, and also thanked Jennifer Herrald and the County Commission for their help with the Alt. PSAP, which was now just in testing phases. Emrick stated that the video board had been helping improve security at the Shawnee Sports Complex. Emrick gave a brief update on the next upgrade of Next Generation 911, and explained that Metro may be saving on \$200,000 of equipment as a result of seeking bids outside of Frontier.

*Project Updates: CAD Enterprise* – Russell Emrick stated most projects related to CAD Enterprise were covered in the network updates.

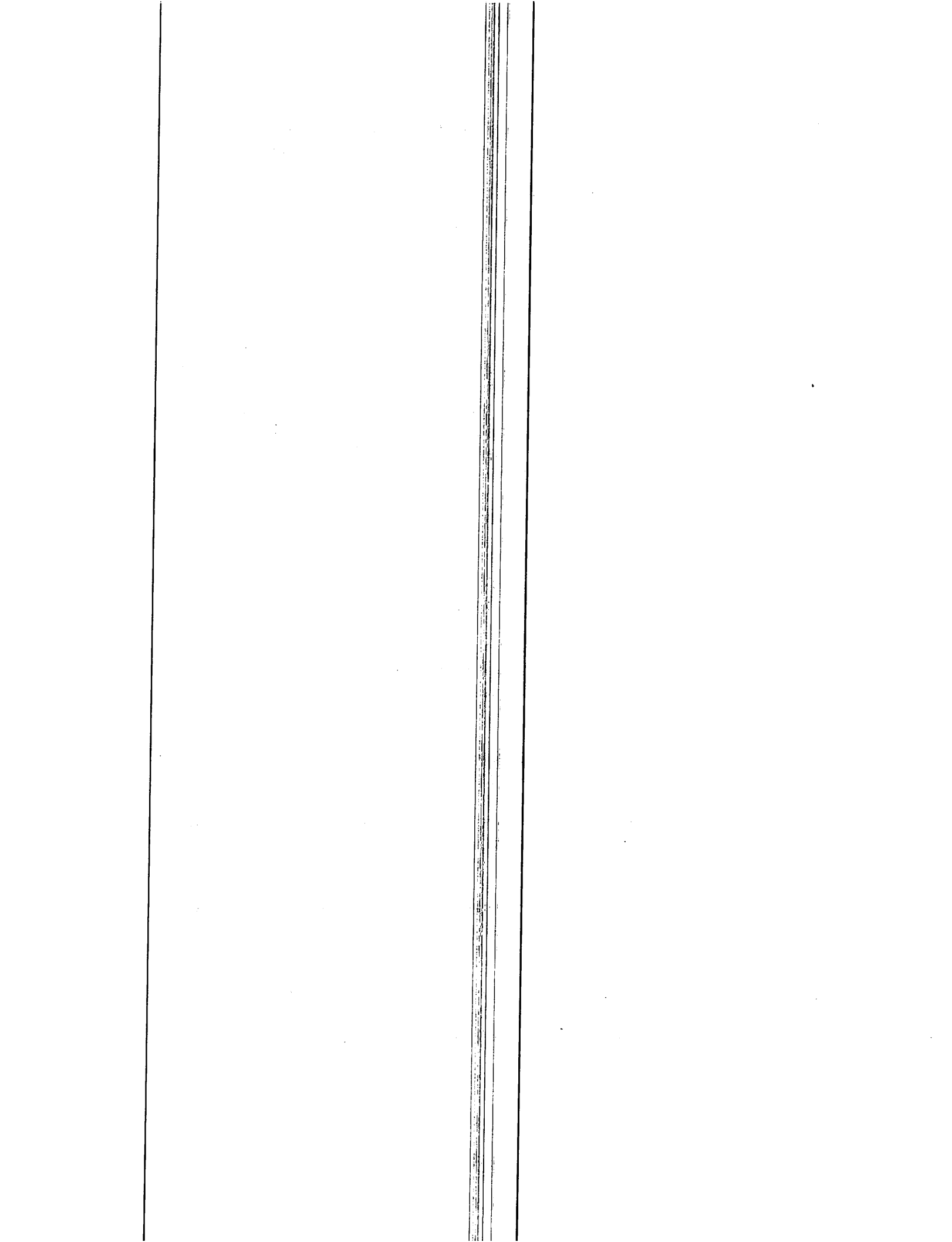
*Project Updates: Law, Fire, and EMS Projects* – Russell Emrick stated most projects related to Law, Fire, and EMS were covered in the network updates. Emrick commended Kirk Ballard for keeping the networks offline for minimal time, around 30 minutes, during each replacement.

John Rutherford stated that over the last several months Metro had saved over \$300,000 on various projects and commended the staff for such savings.

*Dispatch Phone Upgrade* – Russell Emrick stated that the date for the dispatch phone upgrade had been solidified, and Metro would receive additional free support as a result of signing the contract and locking in the price the previous year.

*Radio Towers and Equipment: Metro Tower Repairs* – Russell Emrick stated that according to Jim Mangus, the tower repairs should be scheduled for the spring or summer after the weather breaks.

*Radio Towers and Equipment: Other Upcoming Radio Procurement* – Russell Emrick stated that all equipment was ready to go for phases one and two of the radio project, and, again, Metro just needed to wait for the weather to break, as well as for a little coordination with National Public Radio.



### *Operations*

*Training Update* – Derek Johnson introduced the 10 new employees that had begun their 8-week classroom training the week prior. Johnson reiterated that the December In-services had been/would be held for all four shifts at the Shawnee Sports Complex to help the telecommunicators for events that may happen there.

*Ring Time Summary* – Rick McElhaney stated that he and Derek Johnson were working together on some Quality Assurance to assess the time between a call being answered and being dispatched.

Rick McElhaney explained the ring time chart showed September, October, and November of 2017 and 2018. McElhaney stated that the National Standard is to stay above 90%, and Metro consistently does much better than that. McElhaney attributed this greatly to Metro's training program.

### **Incident of the Quarter**

Rick McElhaney presented Rusty Brown with the Incident of the Quarter award. McElhaney stated that Brown had been at Metro for 32 years and had recently delivered his first baby over the phone.

### **Building Update**

*Server Room Conduit Leak* – Rick McElhaney stated the Metro had recently discovered some conduits leaking at Metro that may have been leaking on and off since the building opened. McElhaney explained that for several reasons, Metro and its vendors had decided the best way to fix this problem was to install drains in each conduit. Jennifer Herrald stated that due to the necessity of this project, the Finance Committee and Executive Board had given Director John Rutherford the authority to move forward with the associated costs, as long as she and Grant Gunnoe were kept up-to-date with the financials.

### **Telecommunicator Representative Report**

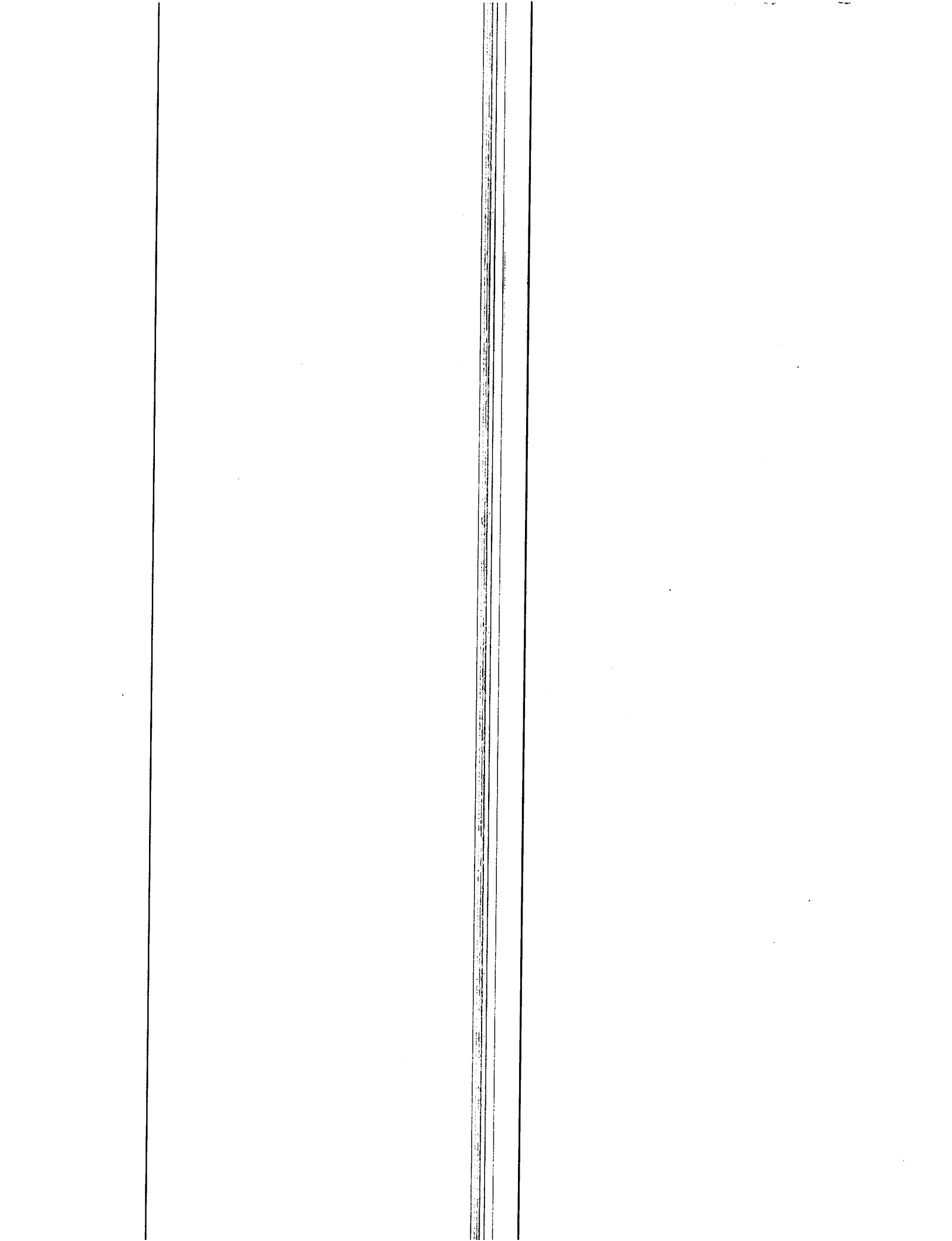
Derek Johnson stated there was nothing new to report at this time.

**Old Business** – None.

**New Business** – Sheriff Mike Rutherford commended Metro employees on their communication and use of new vehicle tracking system in the CAD for the improvements recently made in locating calls and ensuring the units' safety.

John Rutherford and Russell Emrick commended Patrick Corley, GIS Administrator, for the work he does daily to keep Metro's maps up-to-date for the public and the responders.

**Public Comment** – None.





Board of Directors  
December 11, 2018

**Announcements** – Jennifer Herral stated the next meeting would be March 26, 2019.

Motion made to adjourn.

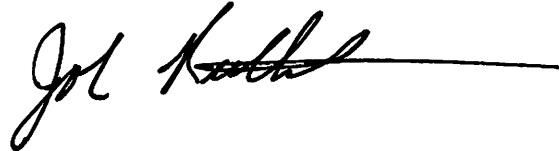
Motion: Foster

Second: Johnson

Motion carried unanimously.

Meeting was adjourned at 12:42 p.m.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Jol Keith", followed by a long horizontal line extending to the right.

Handwritten scribble or signature