

**Metro Emergency Operations Center  
Board of Directors  
September 24, 2019  
Minutes**

Present: Jennifer Herrald  
Mayor Amy Goodwin  
Grant Gunnoe  
Derek Johnson  
Sheriff Mike Rutherford  
Keith Vititoe, for Commissioner Kent Carper  
Dave Armstrong  
Jeremy Nelson  
CW Sigman  
Mayor Jay Snodgrass  
Dave Wagoner  
Wayne Harmon  
F/Sgt. Michael Anderson  
Mark Strickland

Staff: John Rutherford  
Russell Emrick  
Rick McElhaney  
Lindsay White  
Amy Larch  
Joanna Edwards  
Josh Knox  
Kirk Ballard  
Luke Taylor  
Judy Moore  
David Moore  
Rachel King

Guests: Mike & Belinda Shawver

Jennifer Herrald called the meeting to order at 12:09 p.m. Roll call was noted.

**Pledge of Allegiance**

**Moment of Silence**

**Approval of Minutes**

Motion was made to approve the minutes from June 25, 2019.

Motion: Goodwin

Second: M. Rutherford

The motion carried unanimously.

## **Incident of the Quarter**

Rick McElhaney presented Captain Luke Taylor and Judy Moore each with an Incident of the Quarter award.

## **Finance Committee**

Lindsay White stated that in the previous meeting of the Executive Board and Finance Committee, the following occurred: discussion of FY20 financial statements YTD, budget amendments, an update to the contacts for Metro's Chase Bank account, approval of a Metro vehicle purchase and the related budget amendment, update of DSO water line repair, accounting manual updates, and several IT purchases that were within Metro's budget.

## **Director Rutherford's Report**

John Rutherford started by welcoming new board members Mayor Amy Goodwin, Jeremy Nelson, and Mark Strickland, and new employee David Moore. Rutherford stated that Metro and the County Commission anticipated the closing on the radio towers from Electronic Communications to be the first or second week of October.

Rick McElhaney discussed the issue of robo-calls in the communications center. McElhaney stated Metro was working with the FBI and the Fusion Center to find the root of an automatic call issue that Metro had had on multiple occasions.

Josh Knox reminded the Board that Sheriff Rutherford had recently addressed a problem the Sheriff's Office was having with their mobile product in their cruisers. Knox stated that Metro had taken several steps to resolve this issue and there had not been any more occurrences reported since.

Keith Vititoe commended Metro employees for their daily communication with him regarding the Kanawha County Schools system.

## **Department Updates**

### *Technology*

*Current IT Procurement* – Kirk Ballard stated Metro was procuring the new KCPS routers, a tape back-up system, a storage device, and software assurance.

*Project Updates: CAD Enterprise* – Josh Knox stated that Metro was recently selected by Tyler Technologies to be a participant in their "Early Adopter Program" for the release of 2019.2, a new software update. Knox briefly discussed some of the benefits of this program and the new features of the update and stated that Metro was awaiting a launch date.

*Project Update: Law, Fire, and EMS Projects* – Josh Knox stated that Metro had been working with Wayne Harmon and Larry Cole on implementing new AVL software for Kanawha County Emergency Ambulance Authority that directly links the ambulances to Metro's CAD. Knox stated they would be working with other agencies to get them connected.

*Radio Towers and Equipment* – John Rutherford stated there was nothing in addition to the purchase of the radio towers.

#### *Operations*

*Ring Time Summary*– Rick McElhaney stated that the Ring Time Summary sheet was for June-August 2018 and 2019. McElhaney stated that Metro continued to stay well above national standard, at approximately 96%.

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

*Training Update* – Derek Johnson stated that Metro had hired a new dispatch class of 10, who were finishing their classroom training and would be in the communication center as early as the following Sunday day shift. Johnson thanked several people for their involvement in training and educating the new hires. Johnson stated that Metro had reached out to several agencies and had coordinated ride-a-longs for the new hires with police, fire, and EMS units. Johnson stated that Metro was already in the planning stages for conferences in 2020 and possibly favoring state chapter conferences over a national conference due to cost.

#### **Building Update**

*DSO Water Line Repair Update* – Rick McElhaney stated that since the last meeting, the repairs had been complete on the water line leak and everything was working properly. McElhaney stated that the purchase had previously been approved for \$35,000, but DSO had come upon some issues on old lines during the repairs, causing the total to increase to \$37,187. McElhaney stated that the additional cost had been ratified by the Executive Board and Finance Committee in the previous meeting.

#### **Telecommunicator Representative Report**

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

John Rutherford stated that Captain Luke Taylor would be delivering the telecommunicator representative report moving forward.

**Old Business** – None.

**New Business** – None.

**Public Comment** – None.

**Announcements** – Lindsay White reminded the Board about Conflict of Interest statements and briefly explained the new process. Jennifer Herralld stated the next meeting would be on Tuesday, December 10.

Motion was made to adjourn.

Motion: M. Rutherford

Second: Harmon

Meeting was adjourned at 1:00 p.m.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Jol Rutherford", with a long horizontal flourish extending to the right.