

**Metro Emergency Operations Center**  
**Board of Directors**  
December 10, 2019  
Minutes

Present: Commission President Kent Carper, at 12:50 p.m.  
Jennifer Herral  
Grant Gunnoe  
Derek Johnson  
Sheriff Mike Rutherford  
Keith Vititoe, for Commissioner Kent Carper  
Andy Pile  
Dave Armstrong  
Jeremy Nelson  
Matt Lyons  
Angel Moore  
Becky Oakley  
CW Sigman  
Jay Snodgrass  
Dave Wagoner  
Jack Linville, for Joe Lynch  
F. Sgt. Michael Anderson, for Colonel Jan Cahill  
Mark Strickland  
Chuck Boggs

Staff: John Rutherford, at 1:07 p.m.  
Russell Emrick  
Rick McElhaney  
Lindsay White  
Amy Larch  
Joanna Edwards  
Josh Knox  
Melissa McComas  
Stanley Peters  
David O'Brien  
David Moore  
Luke Taylor  
Rachel King  
Patrick Corley  
Mike Fannin  
Paul Dryden  
Brittany Boice  
Tearanee Bowen  
Kelli Elmore  
Trista Goff  
Justin Hanna  
Makayla Hays

Erica Napier  
Carrie Parsons  
Kimberly Young

Guests: Det. Chris Lioi, CPD  
Prosecuting Attorney Don Morris  
Joann Peters  
Det. Anthony Thomas  
Dr. Young  
Dr. Breinig  
Gabby Breinig

Jennifer Herrald called the meeting to order at 12:35 p.m. Roll call was noted.

### **Pledge of Allegiance**

### **Moment of Silence**

### **Approval of Minutes**

Motion was made to approve the minutes from September 24, 2019.

Motion: Armstrong

Second: Gunnoe

The motion carried unanimously.

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

Jennifer Herrald stated that Director Rutherford was unable to attend, and therefore Russell Emrick and Rick McElhaney would be presenting his update.

Russell Emrick introduced David O'Brien, a new Metro employee in the radio group. Emrick commended Lindsay White, Joanna Edwards, and Amy Larch and the rest of the Finance team at Metro for their work on the accounts regarding the radio towers Metro had recently acquired.

Dave Armstrong stated that Metro already released an RFP for clearing of the three recently acquired tower sites and they would be opened on December 17. Armstrong gave brief updates on various pieces of the radio tower project regarding cleaning and repairs.

CW Sigman stated there would be no monthly siren test in December due to Christmas Day. Sigman stated as long as the public was properly notified, this would not be an issue. Rick McElhaney stated the siren tests had been going well recently.

Rick McElhaney stated that Kanawha County had recently become the first county in the state to recognize 911 telecommunicators as first responders and thanked the Commission for passing this bill. McElhaney stated there were plans to reintroduce a bill that had not passed the previous year that would better 911's retirement system.

### **Finance Committee**

Lindsay White stated the auditors from Suttle & Stalnaker had attended the previous meeting and had presented the FY19 audited financial statements, which had received a clean opinion. White stated this was the third year of a three-year contract with Suttle & Stalnaker, so that contract would be going out to bid.

Lindsay White directed the Board to the current fiscal year financial statements. White stated in the previous meeting these had been discussed, as well as approval of open purchase order amendments and ratification requests, ratification of generators for the tower sites, purchase of a Metro vehicle, routine maintenance for Metro's server with Alpha Technologies, and the purchase of Smart911.

Jennifer Herralld commended Lindsay White and the finance staff for the clean audit opinion.

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

Jennifer Herralld asked if there was a motion to elect a member of the Board of Directors to the Executive Board.

Motion was made to elect Jeremy Nelson to the 2020 Executive Board.

Motion: Armstrong

Second: M. Rutherford

Jennifer Herralld asked if there were any other nominations. There were not.

The motion carried unanimously and Jeremy Nelson accepted the position on the Executive Board for 2020.

### **Department Updates**

#### *Technology*

*Current IT Procurement* – Russell Emrick stated that Lindsay White had already touched on routine maintenance contracts that were approved in the previous meeting. Emrick stated the Executive Board also approved the purchase of Smart911 technology. Jennifer Herralld stated that the Executive Board had approved for Director Rutherford and herself to negotiate with the company to get the best rate possible for Metro.

Russell Emrick commended the IT department on behalf of Director John Rutherford for the recent work on the CAD system, which had two updates in the past six months due to Metro winning awards and being invited to join advisory committees.

*Project Updates: CAD Enterprise* – Josh Knox stated that Metro had recently completed an upgrade for their test environment and had been working with several agencies to conduct testing. Knox stated that Metro was projecting January 14 to go live with the production system and explained how it would affect various user agencies.

*Project Update: Fire and EMS Mobile-KCEAA Addition* – Russell Emrick welcomed Kanawha County Ambulance Authority, whom he stated would be joining this system shortly after the go live. Emrick stated this would bring the total to over 90% of the agencies in the county that use this system.

*Radio Grant Update* – Russell Emrick stated Metro had finished the majority of the microwave project that was grant funded and allowed Metro to hook into the statewide SIRN system. Rick McElhaney stated that the next step would be to upgrade Metro's radios. David O'Brien briefly discussed the benefits of the upgrade. Emrick commended Jim Mangus for his leadership on this project.

### **Special Recognition and Announcement**

Rick McElhaney recognized Captain Dan Clark for his call taking and Melissa McComas for her dispatching of a structure fire in January of 2018, wherein a propane tank caused an explosion at a family's home.

#### *Operations*

*Ring Time Summary*– Rick McElhaney stated the ring time summary charts showed September, October, and November of 2018 and 2019, and Metro's ring times were maintaining at 95-96%.

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

*Incident of the Quarter* – Rick McElhaney presented Stanley Peters with the Incident of the Quarter award. Detective Chris Lioi of the Charleston Police Department also presented Peters with a plaque in recognition of his call taking, which assisted the prosecutor greatly in the criminal case that resulted from this call.

*Training Update* – Derek Johnson introduced the nine members of the new telecommunicator class and briefly discussed the timeline of their training. Johnson commended KCEAA and KCSO for their assistance with the class' onboarding process.

### **Building Update**

*UPS System* – Russell Emrick explained that Metro's primary UPS system had failed in October, bringing the entire building down. Emrick stated that within just over one minute, the backup center at KCEAA had taken over and within 15 minutes, telecommunicators

from Metro were fully functional in the new alternate PSAP at the County Commission, causing no disruption to the public. Emrick stated that due to this outage, Metro was in the process of replacing the UPS system, which was due for replacement soon anyway, and would have quotes no later than the next meeting.

**Telecommunicator Representative Report**

Captain Luke Taylor requested the board consider a cost of living raise for telecommunicators in the near future.

**Old Business** – None.

**New Business** – None.

**Public Comment** – None.

**Announcements** – Jennifer Herralld stated that the next regularly scheduled meeting would be Tuesday, March 24, 2020.

Motion was made to adjourn.

Motion: Armstrong

Second: Oakley

The meeting adjourned at 1:42 p.m.

Respectfully submitted,

