

Board of Directors  
December 14, 2021

**Metro Emergency Operations Center  
Board of Directors**

December 14, 2021 – 12:00 pm  
Minutes

Present: Board President Jennifer Herrald  
Keith Vititoe for Commission President Kent Carper  
Chief Virgil White for Mayor Frank Mullens  
Captain Drennan for Sheriff Michael Rutherford  
WVSP Rep. First Sgt. Joseph Flanigan  
KCEAA Director Monica Mason  
Emer. Mgt. Director of Kanawha Co., CW Sigman  
Emer. Mgt. Director of Charleston, Chad Jones  
Andrew Byrd  
Chuck Boggs  
David Armstrong  
Matt Lyons  
David Wagoner  
Mayor Greg Ingram  
Derek Johnson

Staff: Director John Rutherford  
Dep. Director Rick McElhaney  
Dep. Director Russell Emrick  
Lindsay White  
Amy Larch  
Joanna Edwards  
Josh Knox  
Captain Luke Taylor

**Call to Order**

President Jennifer Herrald called the meeting to order at 12:03.

**A Moment of Silence – Johnny Rutherford**

A moment of silence for Metro employee, Jeff Sisson, retired Metro employee, Mike Ellis and Tina Clark, wife of Jeff Clark.

**Roll Call**

Roll call was noted.

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### **Approval of Minutes**

Motion made to approve the Board of Directors minutes from September 22, 2021.

Motion: Chief White

Second: Mr. Boggs

The motion carried unanimously.

### **Finance Committee Update**

#### **Review of actions in previous Finance Committee/Executive Board Meeting – Lindsay White**

- FY21 audit was completed. Auditors gave a good report.
- Metro's financial condition is good.
- Metro's bonds have been paid off as of November 1, 2021
- Discussed and recommending to the Board of Directors, a one-time salary enhancement of \$3,000 for full-time employees and \$500.00 for part-time employees, as well as a 4% pay increase effective January 3, 2022 for full-time employees.
- Multiple purchases that will later be covered by Director Rutherford during his Director's Report.

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

Motion from Board of Directors for election of Executive Board Member for 2022. David Armstrong nominating, Jeremy Nelson.

Motion: Mr. Armstrong

Second: Chief White

The motion carried unanimously.

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

- Director Rutherford spoke on:
  - Metro's building has been paid off as of November 1, 2021 which saves Metro \$28,000 per month and \$337,000 annually.
  - Metro's retirement bill is currently a working progress.
  - Metro has put in a new security system at about \$55,000 to update our security.
  - Metro is working with OES for a 3-year contract for the ringdown system, known as RAVE alerts.
  - Metro is also purchasing new phones for the secondary PSAP at the Court House.
  - Metro is currently working on remodeling the dispatch center with updated consoles, releveling the floor, new offices and IT cabling.

### **Metro's Radio Towers – David Armstrong**

- Metro's towers located in Clendenin and Cross Lanes have been completed and the tower in Malden is close to complete.
- Currently working on a punch list with Allstate Tower, working on fixing some roads and coax antennas, then the Malden site will be complete.

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**Discussion regarding the pay raises and the salary enhancements for Metro employees – Board President Herral**

President Herral stated this had been previously discussed in the Finance Committee / Executive Board meeting earlier. The Kanawha County Commission decided to give across the board pay increases to its full-time employees at a 4% rate and do a one-time salary enhancement for First Responders at \$3,000 and for part-time employees \$500. The Commissioners believe that Metro 911 falls under this same category as First Responders. The Finance and Executive Committee approved and are recommending to the Board of Directors.

Motion to approve the 4% across the board raise for fulltime employees and onetime salary enhancement of \$3,000 for full time employees and \$500 for part-time employees.

Motion: Chuck Boggs

Second: CW Sigman

The motion carried unanimously.

Board President Herral stated the Executive Board and Finance Committee approved a budget amendment to cover the pay raises and salary enhancements.

**Department Updates**

Technology Update – Russell Emrick, Josh Knox

- February 14 will be an update of Metro's CAD, KCSO's Office Record System, and KCSO's Office Mobile Software, which will affect Metro, KCSO and all the law enforcement agencies that use the software. Outage planned for the full day, goal is to be completed by lunch.

Operations – Rick McElhane

- Ring times have increased 1% across the board, since the last board meeting. Which is common due to less call volume due to the time of the year. Metro still ranges in the high 90s. The national standard is above 90%. All phones are answered by the third ring. This averages out to 98 to 99%.
- Overview of how Metro has been working with Kanawha County Ambulance Director, Monica Mason, Metro's Medical Director, Dr. Siedler, and many of the municipal fire departments, discussing how to improve medical care before an ambulance arrives on scene. Metro has been doing this for roughly 6 weeks. At this time, medical calls dispatched to the fire department have increased almost 200%. The amount of call types changed from 11 to 30. This is being closely monitored, due to having potential to increase the amount of calls dispatched on the fire radios. Metro will continue monitor and update the board regarding this topic.
- Metro is constantly reviewing procedures with cell phone location services. There are multiple apps / programs available that advertise improvement on 911 response and how to find locate a 911 caller. Metro would like to move in the direction of utilizing these tools, however, keeping in mind the confusion it could cause dispatchers and the training that would be needed to assure these tools are used correctly and efficiently.

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**Training – Derek Johnson**

- Derek discussed how the everchanging technology affects his training. Derek explained that the overall average of Metro's dispatchers is under five years of service. Derek discussed how during a dispatchers first five years, a dispatcher works on learning the geography of the county, procedures for medical calls, call taking skills, and customer service, along with some other very important training topics. Derek explained that along with everything he stated, the training department is also trying to get dispatchers to focus on constantly learning new programs.
- Metro has a new class of 8 dispatchers, beginning January 4, 2022.

**Telecommunicator Representation Report – Captain Luke Taylor**

- Luke thanked the Board for the pay increases.
- Discussed some of the things Metro is doing for Christmas, such as each shift sponsoring a child and purchasing Christmas gifts, a door decorating contest (to build comradery), along with some additional Christmas activities.

**Old Business - None**

**New Business - None**

**Public Comment - None**

**Announcements**

Conflict of interest statements needed from board members, if not received.

Next meeting is scheduled for March 22, 2022.

**Adjournment**

Motion made to adjourn.

Motion: Chief White

Second: Jennifer Herralld

The motion was carried unanimously.

Meeting adjourned at 12:29

Respectfully Submitted,

