

Board of Directors
December 13, 2022

Metro Emergency Operations Center
Board of Directors
December 13, 2022 – 12:00 pm
Minutes

Present: Keith Vititoe for Commission President Kent Carper
WVSP Rep. First Sgt. Hammontree
KCEAA Director Monica Mason
Emer. Mgt. Director of Kanawha Co., CW Sigman
Emer. Mgt. Director of Charleston, Chad Jones
Andrew Byrd
Chuck Boggs
Mayor Greg Ingram
Dave Armstrong
Ms. Jennifer Herrald
Derek Johnson
Thomas Keefer
Matt Lyons
South Charleston Fire Dept. Chief Virgil White for Mayor Frank Mullens

Staff: Director John Rutherford
Dep. Director Rick McElhaney
Dep. Director Russell Emrick
Lindsay White
Amy Larch
Josh Knox
Haleigh Lilly
Mike Fannin
Trenton Tawney
Captain Luke Taylor

Call to Order

Ms. Jennifer Herrald called the meeting to order at 12:10.

Roll Call

Roll call was noted.

Approval of Minutes

Motion made to approve the Board of Directors minutes from September 27, 2022.

Motion: Chuck Boggs

Second: Chief White

The motion carried unanimously.

Finance Committee

Review of Actions in Previous Finance Committee/Executive Board Meeting – Chuck Boggs, Lindsay White

- Discussed actions in previous Finance/Executive Meeting – Lindsay White
 - Auditors from Brown Edwards presented FY22 audit summary.
 - Audit Report had a clean opinion.
 - Introduced Haleigh Lilly, a new member of Metro's Finance Dept staff.
 - Amendments and ratifications as shown in the board packets.
 - Approval for January 1 dues to fund Health Savings Account contributions to cover deductibles for PEIA Plan C participants.
 - Approval of Motorola licensing upgrade required as a result of SIRN upgrades to connect Metro's logging recorder.
- Ms. Herrald thanked Metro's Finance team and Management for all their hard work related to the audit prep, and noted that Metro's finances are always in great hands.
- Director Rutherford thanked the Kanawha County Commission for bringing the idea of funding deductibles for Plan C participants. It saves Metro a lot of money, and the employees love it.
- Chuck Boggs commended Metro staff for having clean audits year after year.

Election of the Executive Board Member from Board of Directors

Each year Metro must appoint a member of the Board of Directors to sit on the Executive Board – Ms. Jennifer Herrald

- David Armstrong nominated South Charleston Mayor Frank Mullens to sit on the Executive Board.
- Mayor Mullens' designee, South Charleston Fire Chief Virgil White, accepted the nomination

Motion made to appoint Mayor Frank Mullens of his Designee to the Executive Board.

Motion: David Armstrong

Second: Andrew Byrd

The motion carried unanimously.

Director Rutherford's Report/Legislative Actions

- Invited Board to stop by and check out the new dispatch consoles after the meeting.
- Employee Association has raised approximately \$8,000. This funds prizes and gifts for employees, and does not include any county or Metro funds.
- Employee Association will be holding a pickleball tournament in June at Nitro Park. We are currently seeking sponsors, and hope that the Association will make \$7,000-\$10,000.
- Regarding legislation, the two major topics will be NG911 (Next Generation 911), and 911 Retirement. Russell will be very involved with both and can provide further details re: NG911. On 911 Retirement, you may know that last legislative session, due to the hard work of Metro, statewide 911, and Kanawha County Commission efforts, saw the passage of a bill that brought new employees into the EMS Retirement System. This year our focus will be bringing in existing employees.

Department Updates

Technology – Russell Emrick, Josh Knox

- NG911 Update – Russell Emrick
 - Presentation on recent developments in WV related to Next Generation 911.
 - New technology emerging that will reduce the time for calls to connect to a given 911 center.
 - State established a NG911 Commission.
 - WV Enhanced 911 Council hires Director to prepare for NG911 next steps.
 - Other WV Counties in various stages of implementing NG911 solutions.
 - Report re: costs/funding due at end of December. Should not require additional funding to implement.
 - Director Rutherford thanked Russell for this hard work and leadership on NG911.
 - Ms. Herrald asked about integration of location services available with 911 today. Russell said location information is sent today, but more advanced and accurate location information will be available after NG911 implementation. David Armstrong commended Metro on their current use of location data during search and rescue operations.
- Project Updates – Josh Knox
 - Presentation on recent remodel & console replacement in Communication Center
 - Two-year process overall including site visits, vendor discussions, evaluation, selection, preparation and installation.
 - New consoles are state-of-the-art and have numerous high-end features to benefit telecommunicators.
 - Expansion of network and electrical infrastructure in the comm center and much of the peripheral and ancillary equipment was replaced with the installation of new consoles.
 - Lots of support from many local vendors throughout the process.
 - Director Rutherford thanked the entire Metro team for their hard work and the success of the project. Major task was completed without any disruption to operations.

Operations – Rick McElhaney

- Incident of the Quarter
 - Presented to Trenton Tawney for the exceptional dispatch related to a brush fire call in November. The call resulted in a single firefighter working a brush fire in a rural part of the county becoming surrounded. Trenton maintained communication with the unit, toned other stations for assistance, and kept updated information coming in regarding the situation on scene. Trenton relayed information to assisting units that got help to the trapped responder. Trenton Tawney was recognized as Incident of the Quarter for Q4 2022.
 - Director Rutherford also noted that Trenton took the 911 call related to the active shooter at South Charleston High School that turned out to be a false call. Director Rutherford stated that this is a good reminder of why all 911 employees need access to a 20 year retirement option.
- Ring Times Summary
 - National standards require emergency phones to be answered before the third ring at least 90% of the time. For the period from September through November, Metro as a

Board of Directors
December 13, 2022

whole averaged 99%, with each month staying in the 99% range, exceeding national standards. All shifts have done a great job. Overall call and dispatch counts are up from 2021, but still below pre-COVID figures.

- Training - Derek Johnson
 - June-August involved active shooter training for dispatch, including tabletop exercises, and included cooperation with Kanawha County Schools and other outside agencies.
 - Ms. Herrald commended Derek Johnson for doing a great job with training, and that it is evident when hearing how dispatchers handle high priority calls. Derek thanked Rick, Johnny, Jenn, and Mike for all their help.

Telecommunicator Representation Report – Captain Luke Taylor

Metro loves the new consoles and thanks all who assisted with that project. Metro appreciates the positive feedback such as that from David Armstrong re: Metro's work to locate the subject of a search and rescue.

Old Business

New Business

Public Comment

Announcement

Next meeting is scheduled for Tuesday, March 28th, 2023.

Adjournment

Motion made to adjourn.

Motion: David Armstrong

Second: Matt Lyons

Motion carried unanimously.

Meeting adjourned at 1:05.

Respectfully Submitted,

