

**Metro Emergency Operations Center  
Board of Directors  
September 26, 2023 – 12:00 pm  
Minutes**

**Present:** Derek Johnson  
Captain Eric Drennan for Sheriff Mike Rutherford  
Keith Vittoe for Commission President Kent Carper  
Chuck Boggs  
Board President Jennifer Herrald  
Dave Armstrong  
South Charleston Fire Chief Virgil White for Mayor Frank Mullens  
KCEAA Director Monica Mason  
Justin Alford  
WVSP Representative Sgt. Joe Howell for WVSP Rep: Colonel Jan Cahill  
Emer. Mgt. Director of Chas. Chad Jones

**Staff:** Director John Rutherford via phone  
Dep. Director Rick McElhaney  
Dep. Director Russell Emrick  
Lindsay White  
Jenn Adkins  
Josh Knox  
Haleigh Moses  
Lisa Moore  
Captain Luke Taylor  
Tara Backus  
Jordan Malone  
Dan Clark  
Melissa McComas  
Patrick Coles  
Mike Fannin

**Guests:** Melissa Smith, Deputy County Manager  
Mr. Nichols of the Bartlett-Nichols Funeral Home, and family  
Joshua Black, owner of Hutch's Wrecker Service and Spouse

**Call to Order**

Board President Jennifer Herrald called the meeting to order at 12:00.

**Moment of Silence**

President Herrald asks for a moment of silence in honor of the those injured in the recent accident involving the South Charleston Fire Department. Three firemen were injured, which has taken a toll on the entire department, as well as the families of the injured responders. Additionally, the Kanawha County Sheriff's Department were involved in a shooting, which has been difficult for all of those deputies and responders involved.

**Roll Call**

Roll call was noted. President Herral note that Justin Alford is new to the Board and will be representing the County Fire Mutual Aid Association.

### **Approval of Minutes**

**Motion** made to approve the Board of Directors minutes from June 28th, 2023.

Motion: David Armstrong

Second: Chief Virgil White

The motion carried unanimously.

### **Finance Committee**

#### **Review of Actions in Previous Finance Committee/Executive Board Meeting – Haleigh Moses**

- Discussed financials. Approval of budget amendment. Approved an addition to the Open Purchase Order list. Approved an IT purchase and a building purchase. A few minor changes to the Metro Employee Handbook were approved. Also approved was an extension of the intergovernmental agreement between Metro and the County Commission/County Emergency Management related to a member of the radio staff. The auditors were at Metro recently and their report should be available for the December meeting. President Herral added that financial statements are in the meeting packets, and please contact Haleigh or Lindsay if there are any questions.

#### **Board Member Conflict of Interest Statements – President Jennifer Herral**

- These are in the packet. Board members were instructed to fill them out and turn them into Finance Dept staff today.

### **Department Updates**

#### **Operations – Rick McElhane**

- Incident of the Quarter & Additional Recognition
  - Joining us today is Mr. Nichols of the Bartlett-Nichols Funeral Home to discuss a recent incident in which he was involved. This was related to a severe storm event in July. The storm included high winds, resulting in significant power outages. Due to this, Mr. Nichols' family was running a home generator, which resulted in exposure to life-threatening levels of carbon monoxide. Telecommunicator Melissa McComas, with assistance from Capt. Dan Clark, quickly suspected the nature of the incident and provided instructions to Mr. Nichols' son, who had dialed 911, to exit the dwelling with whoever he could help out, and get to a safe area to await first responders. This quick action and awareness by Ms. McComas and Capt. Clark helped to get help to the scene quickly and very well may have saved the lives of the Nichols family.

Mr. Nichols ran through the events of the evening. Mr. Nichols thanked Metro staff and responders for what they did and credits them with saving the lives of him and his family.

Incident of the Quarter for Q3 of 2023 is present to Telecommunicator Melissa McComas and Capt. Dan Clark for exceptional work related to the call involving Mr. Nichols and his family.

- Also joining us today is Joshua Black, owner of Hutch's Wrecker Service, to discuss a call from September. This call began with a request from KCSO to help track a cell phone related to a possible missing or lost person in a rural part of the state. Telecommunicator Jordan Malone worked tirelessly to reach out to several resources, including cell providers and OnStar, to obtain

a last known location of the subject in question. The location was determined and it led to locating Mr. Black's family members that were involved in a motor vehicle accident in an extremely rural area on the way to a family camp. Unfortunately, one family member was deceased, but the other family member in the accident was able to be rescued due to the hard work of Telecommunicator Malone.

Metro would like to recognize Telecommunicator Jordan Malone for an outstanding job related to his work on this incident.

- President Herral introduced Melissa Smith, Deputy County Manager

#### **Director Rutherford's Report/Legislative Actions – Rick McElhaney & Derek Johnson**

- Rick McElhaney - Due to recent staff changes, Jenn Adkins will be taking over for Amy Larch, and Tara Backus will be taking over Jenn's duties with Quality Assurance.
- Derek Johnson - Operations has worked with Volunteer Fire Departments to return their response protocols back to pre-COVID responses. Mike Fannin updated the responses in CAD to assist Metro staff. Monica Mason from KCEAA thanked Derek and Metro staff for working to streamline and update these responses.
- Rick McElhaney - The recent pickleball tournament was very successful for the Metro Employee Association. We will be hosting a picnic and all Board Members are welcome and encouraged to attend.
- Russell Emrick - Regarding legislative updates, there is currently no action on NG911, and the 911 retirement legislation is ready for introduction at the next session, and is expected to be supported in both the House and Senate at the State Legislature. President Herral recognized Russell for all of his hard work on 911 legislative issues and retirement in particular.

#### **Department Updates Continued**

##### **Technology – Russell Emrick**

- Upcoming Purchases & Project Updates – Josh Knox
  - Finance Committee approved the purchase of a pair of Dell switches to replace the current hardware for the KCPS environment that is shared by Metro, KCSO & others. This is a routine, budgeted purchase to replace system that was at end-of-life. The amount was around \$21,000.
  - No upcoming purchases at the moment, though there may be a request in coming board meetings for a backup air conditioning system for the server room.
  - New flooring has been installed. New bottle filling station is installed. New fiber to Malden SIRN site is installed. Motorola equipment is forthcoming to complete the redundant fiber link project. Server migration project is ongoing – new hosts have been received and are being setup and configured. Switches have been received. New changes have been agreed to by our CAD vendor to increase the configurability of our CAD software to better suit the operation needs related to our rapid responder program.
- NG911 Report – Russell Emrick
  - Discussing with various vendors to identify challenges with a NG911 implementation for Kanawha County. There still is not a single fully standards compliant NG911 implementation anywhere in the country. There is still a need to integrate with traditional phone systems. We are currently ensuring that various systems – phone, network, fiber, and other prerequisite systems are ready, but Metro is waiting for the technology and industry to catch up before moving forward. We will continue to provide updates at each board meeting.

##### **Operations Continued – Rick McElhaney**

- Ring Times Summary

- National standards require emergency phones to be answered before the third ring at least 90% of the time. For the period discussed, Metro averaged from 98-99%, exceeding national standards.

**Training - Derek Johnson**

- Wants to recognize Metro staff related to a recent incident at Sissonville High School. This was Capt. Luke Taylor's shift. Everyone handled things flawlessly and there was a positive outcome to the incident. Mr. Vititoe thanked all for their work related to the incident.
- We will be hiring soon and hope to introduce a new class at the December meeting.

**Telecommunicator Representation Report – Captain Luke Taylor**

Thanks to Keith Vititoe for his work to ensure the safety of students in Kanawha County. Also, thanks to the Board for their continued support, which makes Metro a great place to work.

**Old Business**

**New Business**

President Herralld wanted to note to the Director and Deputy Directors that it is a pleasure to have their staff join the Board at these meetings, not only to get valuable updates, but to see the teamwork that exists. Thanks for Director Rutherford for putting together such a great team. Director Rutherford thanked the staff. CW Sigman mentioned that Metro did a great job recently in alerting during recent severe weather events, noting that Kanawha County and Metro have notified better than the National Weather Service.

**Public Comment**

Chief White wants to thank Metro and all responding agencies involved with the recent accident involving SCFD personnel. Metro did a phenomenal job, and Chief White appreciates it.

**Announcement**

Next meetings scheduled for	Tuesday, December 12, 2023
	Tuesday, March 26, 2024
	Tuesday, June 25, 2024
	Tuesday, September 24, 2024

**Adjournment**

Motion made to adjourn.

Motion: Chief Virgil White

Second: Capt. Drennan

Motion carried unanimously.

Meeting adjourned at 13:07.

  
Respectfully Submitted,