

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

**Present:** Sheriff Mike Rutherford  
Keith Vitioe for Commission President Kent Carper  
Chuck Boggs  
Board President Jennifer Herral  
Thomas Keefer  
Matt Lyons  
South Charleston Fire Chief Virgil White for Mayor Frank Mullens  
Emer. Mgt. Director of Kanawha County CW Sigman  
Mayor Greg Ingram  
Justin Alford  
KCEAA Director Monica Mason  
WVSP Representative F/Sgt. Hammontree  
Emer. Mgt. Director of Chas. Chad Jones

**Staff:** Dep. Director Rick McElhane  
Lindsay White  
Jenn Adkins  
Josh Knox  
Haleigh Moses  
Lisa Moore  
Captain Luke Taylor  
Tara Backus  
Patrick Corley  
Matt McCallister  
Andrew Rouse  
Mike Fannin  
Anna Harless

**Guests:**

**Call to Order**

Board President Jennifer Herral called the meeting to order at 12:04.

**Moment of Silence**

President Herral asks for a moment of silence in honor of all of the First Responders that will work through the holidays and be away from their families in order to serve and protect the public.

**Roll Call**

Roll call was noted.

**Approval of Minutes**

**Motion** made to approve the Board of Directors minutes from September 26th, 2023.

Motion: Chief Virgil White

Second: Sheriff Mike Rutherford

The motion carried unanimously.

### **Finance Committee**

President Herral noted that the Finance update will discuss the recently completed FY23 audit, and noted that she, along with Finance Committee Chairman Chuck Boggs, were very proud and appreciative of all of the hard work done by Metro's Finance staff, and noted that it was a perfect audit with no findings.

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

- Suttle & Stalnaker completed the FY23 audit, which is the first of a three-year contract for auditing services, and the report was presented to the Finance Committee. It was a clean audit. The report was circulated to the Board previously via email and is included in the meeting packet. FY24 year-to-date figures were discussed in the Committee and are also included in the packet. There was approval for an Open Purchase Order adjustment and the funding of the Jan 1 portion of the HSAs for Metro employees enrolled in PPB Plan C.

### **Election of Executive Board Member from Board of Directors – President Jennifer Herral**

- This is done annually. The County Commission designates all Executive Board members except one that is designated from the Board of Directors. Board members were instructed to fill them out and turn them into Finance Dept staff today. President Herral asked if the Board had a motion to designate a member for the Executive Board.

**Motion** made to appoint Chief Virgil White to be the Board of Directors' designee on the Executive Board.

Motion: Justin Alford

Second: Mayor Mike Ingram

The motion carried unanimously.

### **Director Rutherford's Report/Legislative Updates – Deputy Director Rick McElhaney**

- Director Rutherford and Deputy Director Russell Emrick continue working on Metro 911's legislative initiatives, some of which has required their attendance today at the capitol and resulted in them being unable to attend today's meeting. A few updates Director Rutherford asked to be conveyed to the Board –
  - Frontier Update – Rick McElhaney  
On October 6<sup>th</sup>, there was a fiber cut in Frontier's system that took out the 911 phone system for Metro's main facility. Staff relocated to the Alternate PSAP and there were no known delays or disruption while service to the primary site was offline. Subsequent meetings have shown that there were problems with monitoring of Metro's redundant 911 links and improvements are in the works.
  - WVSP Audit – Rick McElhaney  
This morning we completed a successful WVSP audit, which were led by Ellen Griffith, the agency TAC for Metro. Thank Ellen for all her hard work to ensure it was a success.
  - Patrick Corley Departure – Josh Knox  
Patrick Corley, Metro's GIS Administrator, has accepted an offer in the private sector. Patrick has been with Metro for over 12 years. Patrick was instrumental in pushing the GIS capabilities of Metro and providing enhanced mapping in dispatch, as well as in the field for mobile platform users. He has also assisted the EOC with mapping for search and rescue operations, mapping statistics during COVID, and other incidents. He's been a great coworker and has been helpful to thousands of Kanawha County residents. Metro wishes him the best of luck. Lindsay White

thanked Patrick for his service. President Herralld thanked Patrick for all of his excellent work over the years for Metro, the EOC, and the citizens of Kanawha.

- Attendance Contest & Employee Association Prizes – Rick McElhaney  
Rick wanted to make the Board aware of incentives and contests funded by the Metro Employee's Association to award staff for exemplary attendance and for holiday events. This was all made possible by fundraising for the Employee Association and is done at no cost to Metro. This is part of the on-going effort to provide rewards and incentives to staff for all their great work.

### **Department Updates**

#### **Technology – Josh Knox**

- Project Updates – Josh Knox
  - Access Control System is mostly installed, with some minor work remaining at the Alternate PSAP.
  - Redundant site link to Malden S1RN site is coming along. Fiber is installed and tested, and we are awaiting arrival of Motorola hardware, which is due any day now.
  - Server migration project is moving along and should become a focus in the new year, with the goal being a summer/fall go-live.
- NG911 Report – Josh Knox
  - Russell is assisting with a conference in March in conjunction with the WV chapter of NENA that will be focused on NG911 technologies. This will provide an opportunity to see the latest offerings from multiple vendors and continue to evaluate what solution may be best for Metro 911 and Kanawha County.

#### **Operations – Rick McElhaney**

- Incident of the Quarter  
There are two incidents that have been selected to share Incident of the Quarter honors for this meeting.
  - Anna Harless and Matthew McCallister are in attendance and are being commended for their handling (along with Lt. Mark Schoolcraft, who was unable to attend) of a recent incident at the Walmart at Nitro Marketplace. The call involved an argument inside the store where a firearm was brandished, and there was significant concern that it could have turned into a potential active shooter situation.
  - Andrew Rouse is recognized for his handling of an incident that involved a driver that lost their vehicle's brakes on I-64. Andrew was able to calmly provide instructions to the driver to downshift their vehicle and regain control, eventually allowing it to safely come to a stop without and damage to life or property.
- Ring Times Summary
  - Captains and Lieutenants continue to do a great job with ring times. 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%, exceeding national standards.

#### **Training – Rick McElhaney**

- We have hired a class of 13 new telecommunicators. This is a particularly large class. This will help to staff the new Fire 3 dispatch position. The new class is in their second week.
- Derek Johnson is currently taking a behavioral health training course that will allow Metro to become the first 911 center in the state to have an in-house behavioral health program for employees.