Metro Emergency Operations Center
Board of Directors
September 24, 2024 – 12:00 pm
Minutes

Present:	Andrew Byrd Sheriff Mike Rutherford Derek Johnson Chuck Boggs Board President Jennifer Herrald South Charleston Fire Chief Virgil White for Mayor Frank Mullens Dave Armstrong Thomas Keefer Matt Lyons Tom Blasingim Kanawha County Emergency Manager CW Sigman Justin Alford KCEAA Director Monica Mason Emer. Mgt. Director of Chas. Chad Jones
Staff:	Director John Rutherford Dep. Director Russell Emrick Dep. Director Rick McElhaney Lindsay White Jenn Adkins Josh Knox Haleigh Moses Lisa Moore Captain Luke Taylor Tara Backus Courtney Kidd Savanna Young Harley Smith
Guests:	None

SCANNED

Call to Order

Board President Jennifer Herrald called the meeting to order at 12:20.

Pledge of Allegiance
Led by Emergency Manager CW Sigman

Moment of Silence
President Herrald asks for a moment of silence in honor of paramedic Corey White from KCEAA.

Roll Call

Roll call was noted.

President Herrald welcomed new Board Member Tom Blasingim, who is replacing Chief Larry Herald.

Approval of Minutes

Motion made to approve the Board of Directors minutes from April 24th, 2024.
Motion: Matt Lyons
Second: CW Sigman
The motion carried unanimously.

Finance Committee

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

- Haleigh Moses presented FY24 draft numbers that were sent to the auditors earlier this month. Everything is going well with the audit and it is on pace to be complete by the end of November. FY25 year to date numbers were discussed. There was a budget amendment and ratification request that were approved. There was also discussion of a potential landline rate increase.

President Herrald announced that she will be leaving the County Commission effective November 15th. She will be moving to South Carolina, and her last Metro meeting will be in October. Directed Rutherford presented her with a plaque in appreciation of her 9 years of service and dedication to the Metro 911 Board. Director Rutherford reiterated that President Herrald has been a wonderful leader throughout his tenure and beyond, and helped Metro 911 tirelessly, and that she will be greatly missed.

Director Rutherford's Report/Legislative Updates – Director John Rutherford

- Director Rutherford explained that staff will be working with the Finance Committee and County Commission on a possible increase in landline fees, which will likely necessitate a special Board Meeting in October. It has been around 10 years since there was an increase in these fees, and staff will work to present options for the Board to consider.

- Director Rutherford introduced a new employee – Pip is Metro 911's new service dog. He recently turned 1 year old, and he will be attending events such as parades and other public gatherings.

- Director Rutherford announced that the votes are in, and Metro 911 and all other 911 employees statewide will become part of the EMS Retirement System on January 1, 2025. This is a huge accomplishment that allows people to retire at age 50 with 20 years of service, and will transform the 911 profession statewide.

- Rick McElhaney spoke about efforts undertaken to provide support for Metro 911 employees. There is the REACH program, a Chaplain, and a new program called Overwatch, which is a first responder-specific support program. He also stated that preventative maintenance was completed on the building UPS system, along with a test of the alternate PSAP in mid-August, and that generator maintenance was completed in early September. Russell Emrick noted that Metro 911 will become the first 911 center in state to implement a redundant LightSpan device, which is hardware that handles incoming phone lines, giving Metro two fully independent, redundant connections to the 911 phone infrastructure. Additionally, Metro recently tested a redundant fiber connection to the WV SIRN radio system, also becoming the first in state to implement this level of redundancy.

Department Updates

Technology – Russell Emrick

SCANNED

- Upcoming Purchases – none to report

- Project Updates – Josh Knox

    - On July 16th we cutover to a new CAD server environment. It went smoothly overall and some work on the testing and training environments persists.

    - The redundant fiber connection to the Malden Mountain SIRN site was successfully tested last week.

    - Upcoming in 2025 we will be kicking off a project to replace dispatch workstation PCs.

- NG911 Report – Russell stated that work will being in 2025 to get formal quotes regarding NG911 options.

Operations – Rick McElhaney

- No upcoming building-related purchases.

- It's approaching the time of year to consider hiring, with a new class to begin hopefully before the end of the year. We are anticipating some retirements related to the upcoming retirement system transition, which will further underscore the need to hire.

- Employee Recognitions

    - Employee Spotlight – Harley Smith
      Rick noted that Harley is a newer employee. She has excelled during and throughout training. On Saturday, September 7th, she was working Charleston Fire radio. She answered over 100 calls that day. Around 1115 that morning, she provided CPR instructions on a suicide attempt call that exhibited poise and insight of a seasoned employee, and truly provided life-saving care.

    - Incident of the Quarter – Savanna Young
      Derek Johnson described the recent drought conditions throughout Kanawha County. On August 27th, a call of a brush fire came in for a remote part of the Sissonville area. The telecommunicator, who has less than one year on the job, capably managed 12 fire departments over a period of five hours. For her outstanding work, she is being presented with Incident of the Quarter. CW Sigman noted that there was a possibility of entrapment with this incident, which created an additional urgency with responders.

- Ring Times Summary

    - Metro has remained well beyond the national standard of 90% for answering 911 calls within three rings for the periods of April through August.

    - President Herrald stated that we in Kanawha County have it good – during a recent trip out of state, she called 911 and was placed on hold for nearly five minutes.

Training – Derek Johnson

- Metro recently participated with the University of Charleston on a Senior Leadership Certification training opportunity. This was offered free of charge to the individual, and provided 15 hours of college credits at a value of $5,700 per attendant.

- Recent training included an active shooter exercise with KCSO, a focus on mental health, and a presence in the recent LSU class offered at the University of Charleston in July. ICS300 was also offered to several administrative and supervisory staff members.

- Derek wanted to thank Errol Randall with the Mountain State Educational Services Co-Operative, who has recently offered Metro three free training slots for a train-the-trainer program valued at $4,000 each. Mr. Randall is a retired CPD officer and has been great to work with.

Telecommunicator Representation Report – Captain Luke Taylor

Capt. Taylor thanked Metro leadership and the Board for the recent raises and continued support, and all of their hard work on the retirement legislation. This is great motivation for existing employees to stay in this field as a lifelong career. Captain Taylor also thanked President Herrald for all of her support throughout the years and stated she will be missed.

Old Business

New Business

Public Comment

Announcement

The June meeting will be canceled due to the postponement of the April meeting.

Next meetings scheduled for October, date to be determined
Tuesday, December 10, 2024

Adjournment

Motion made to adjourn.
Motion: Dave Armstrong
Second: Sheriff Mike Rutherford
The motion carried unanimously.

Meeting adjourned at 1:08PM.

Respectfully Submitted,

Joel Ruddle