Metro Emergency Operations Center
Board of Directors
October 9, 2025 – 12:00 pm

Attendance:

Board Members
Sheriff Joey Crawford
Jeremy Young for Commission President Ben Salango
Chuck Boggs
Dave Armstrong, via phone
Chris Settles
Andrew Byrd
Tom Blasinghim
Justin Alford
KCEAA Dir. Monica Mason
Emer. Mgt. Director of Chas. Chad Jones

Staff
Director Michael Rutherford
Dep. Director Russell Emrick
Dep. Director Rick McElhaney
Dep. Director Lindsay White
Jenn Adkins
Josh Knox
Lisa Moore
Courtney Kidd
Luke Taylor
Tara Backus
Trevor Smith
Stanley Peters
Melissa Pleasants
Chris Legg

Guests
None

Meeting Summary

The meeting of the Metro Emergency Operations Center's Board of Directors was called to order at 12:33 p.m. by Jeremy Young and highlighted key organizational updates, personnel matters, operational accomplishments, and critical incident reviews. The meeting opened with the Pledge of Allegiance and a moment of silence honoring a deceased long-term employee, Michael "Mikey" Atkinson. Following administrative formalities, the finance team reported on a smooth ongoing audit process and budget amendments. The Director, Mike Rutherford, introduced new staff member, Melissa Pleasants, announced internal promotions including Lindsay White as Deputy Director of Administration and Finance, and mentioned operational improvements such as cost-saving repairs on the facility's gate.

Technology updates focused on contract renewals and the development of a Request for Proposal (RFP) for upgrading the 911 emergency communication system to a next-generation platform, with plans to present to the board in December. The operations report noted recent hiring efforts, with 11 new hires expected to start soon and a robust 8-12-month training program praised for its thoroughness and professionalism, considered among the best in the state.

A significant portion of the meeting is devoted to the "Incident of the Quarter," involving a violent event at CAMC hospital where a suspect armed with a knife threatened staff and visitors. The rapid and professional response of police and dispatchers, especially a newly hired dispatcher, Chris Legg, is commended for saving lives. Audio clips from the 911 call and dispatch communications illustrate the efficiency and high standards of the emergency response center.

Further operational data revealed consistently high call-answering rates (above 98%), surpassing national standards of 90%. The training program for new dispatchers continues to evolve, including accelerated training for experienced hires and enhanced in-service training focusing on field unit safety. Despite some attrition primarily due to scheduling and pay issues, the center maintains high standards and low dropout rates during training.
The meeting concluded with updates from telecommunicator representatives, public appreciation from partner agencies for collaboration on deployment models, and scheduling the next board meeting.

Motions

- Motion made to approve the minutes from the June 24, 2025 Board of Directors Meeting
  - Made - Chris Settles
  - Seconded - Justin Alford

  Motion carried.

- Motion made to adjourn at 1:02PM
  - Made - Chris Settles
  - Seconded - Tom Blasinghim

  Motion carried.

Respectfully,