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

Attendance:

Board Members
Sheriff Joey Crawford
Jeremy Young for Commission President Ben Salango
Chuck Boggs
Dave Armstrong
Chris Settles
Thomas Keefer
Derek Johnson
Chief Virgil White, for Mayor Frank Mullens
Tom Blasinghim
Justin Alford
KCEAA Dir. Monica Mason
Emer. Mgt. Director of Chas. Chad Jones
Emer. Mgt. Director of Kan. Co. CW Sigman

Staff
Director Michael Rutherford
Dep. Director Russell Emrick
Dep. Director Rick McElhaney
Dep. Director Lindsay White
Tara Backus
Josh Knox
Lisa Moore
Courtney Kidd
Luke Taylor
Trevor Smith
Stanley Peters
Brett Houck
Sam Gardner
Captain Morgan Harless
Jaden Long
Trenton Tawney
Michael Dryden

Guests
None

Meeting Summary

The meeting of the Metro Emergency Operations Center's Board of Directors was called to order at 12:36 p.m. by Jeremy Young. The meeting covered a range of operational, financial, and technological updates. The meeting began with customary formalities including the Pledge of Allegiance and a moment of silence for fallen and injured National Guard members. The Board reviewed and approved minutes from the October meeting, followed by a finance committee report highlighting a positive audit for fiscal year 2025, personnel committee appointments, and approved purchase orders. A 6% pay increase effective December 29, 2025 was acknowledged, with the Board expressing appreciation for the telecommunicators' hard work especially during high-demand periods.

The Board re-appointed Chief Virgil White as an Executive Board member for 2026. Director Rutherford reported on ongoing training for a new class of telecommunicators and discussed plans for issuing a Request for Proposal (RFP) for Next Generation 9-1-1 (NG911) systems. The current 911 phone system, purchased six years ago, needs replacement, and the transition to NG911 is critical as the existing service provider, Frontier, is exiting the NG911 market, complicating future service options. The Verizon acquisition of Frontier may influence their offering, but the Board plans to pursue the lowest qualified cost proposals carefully to maintain fiscal responsibility.

Several projects were underway including upgrades tied to the Charleston Fire Department renovations, implementation of a new tiered response system for KCEAA, and addressing building infrastructure issues like HVAC and server room safeguards. A FEMA cybersecurity grant of $350,000 with a 20% match is being pursued to enhance cybersecurity measures at the Emergency Operations Center. The KC Alert app was recently launched, and it received positive feedback for public alerts and notifications.

Operations Director Rick McElhaney introduced the new class of eleven telecommunicators, highlighting their rigorous training. The Call of the Quarter presentation detailed an incident involving a remote vehicle crash where innovative 911 technologies like RapidSOS, text-to-911, satellite texting, and What3Words location data were crucial in locating and assisting the victims. The incident showcased the complex multitasking skills required by telecommunicators to manage multiple systems and platforms effectively.

Board members recognized the exemplary teamwork and leadership displayed by the telecommunicators and first responders during the incident, emphasizing the often-unseen efforts behind emergency response. Performance metrics showed that 911 calls were answered within the third ring more than 98% of the time, exceeding national standards. Training updates were brief, with telecommunicators expressing gratitude for the recent raises and pledging ongoing commitment to public service.

The meeting concluded with acknowledgments of staff efforts, particularly for adapting to recent changes like the tiered response system, and a reminder for Board members to maintain strong communication. The atmosphere reflected strong collaboration, fiscal prudence, and a focus on technological modernization to improve emergency response capabilities in Kanawha County.

Motions

- Motion made to approve the minutes from the October 9, 2025 Board of Directors Meeting
  - Made - Chris Settles
  - Seconded - Sheriff Joey Crawford

  Motion carried.

- Motion made to re-appoint Chief White to serve on the Executive Board for 2026
  - Made - Sheriff Joey Crawford
  - Seconded - Chad Jones

  Motion carried.

- Motion made to adjourn at 1:19PM
  - Made - Sheriff Joey Crawford
  - Seconded - Chris Settles

  Motion carried.

Respectfully,