Metro Emergency Operations Center
Board of Directors
March 31, 2026 – 12:00 pm

Attendance:

Board Members
Sheriff Joey Crawford
Jeremy Young for Commission President Ben Salango
Chuck Boggs
Dave Armstrong
Chris Settles
Thomas Keefer
Andrew Byrd
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
Mayor Greg Ingram
Julie Miller

Staff
Director Michael Rutherford
Dep. Director Russell Emrick
Dep. Director Rick McElhaney
Dep. Director Lindsay White
Tara Backus
Lisa Moore
Courtney Kidd
Luke Taylor
Trevor Smith
Stanley Peters
Anna Harless
Harley Smith
Chelsea Hudson

Guests
Lt. Ana Pile, KCSO
Dep. Dakota Dennison, KCSO
Taryn Sears

Meeting Summary

The meeting of the Metro Emergency Operations Center's Board of Directors was called to order at 12:16 p.m. by Jeremy Young. The meeting provided comprehensive updates on operational performance, financial planning, technology advancements, and personnel recognitions. The meeting began with routine procedures, including the Pledge of Allegiance and a moment of silence for Magistrate Joe Shelton. A new Board member, Julie Miller of Verizon, was introduced, bringing valuable industry expertise. The finance committee reviewed and recommended the fiscal year 2027 budget and a three-year cash flow projection, noting the organization's improved financial position compared to previous years and efforts to increase interest earnings on idle funds.

Director Rutherford praised the staff's exceptional performance and highlighted ongoing projects, particularly the major Next Generation 9-1-1 (NextGen 911) system upgrade. This initiative aims to transition from the legacy copper-based 911 infrastructure to a fully fiber-optic digital system that can dramatically improve call delivery times and operational efficiency. The transition involves issuing a Request for Proposals (RFP), conducting vendor evaluations, and implementing modernized telecommunications and cybersecurity measures. Julie Miller's telecom background enhances vendor coordination and transition planning.

Operational updates included the recognition of key staff members for excellence: Chelsea Hudson was awarded Supervisor of the Year for outstanding leadership, Harley Smith was named Telecommunicator of the Year for professionalism and teamwork, and Anna Harless received Incident of the Quarter honors for her remarkable handling of a critical and sensitive emergency call involving a domestic homicide. The Sheriff's office emphasized the importance of Anna's exemplary communication skills that aided the investigation and forthcoming trial.

Performance metrics demonstrated high 911 answer rates well above the 90% national standard, averaging around 98-99% over recent months. However, challenges remain with call handling delays due to outdated legacy infrastructure; the current system experiences 12-second delays before calls are presented to dispatchers, which NextGen 911 aims to reduce to milliseconds.

Training efforts continue to focus on preparing new hires despite recent attrition, ongoing professional development, and specialized courses such as communicating with individuals with intellectual or developmental

disabilities. The representative from the telecommunicators expressed gratitude for recent pay increases that help retain skilled staff members.

The meeting concluded with administrative matters, scheduling the next Board meeting, and expressions of gratitude to those involved in the 911 system's ongoing improvements.

Motions

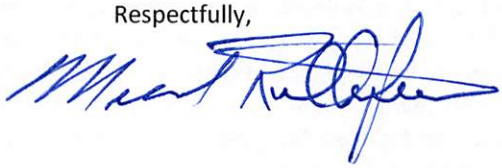
- Motion made to approve the minutes from the December 9, 2025 Board of Directors Meeting
  - Made - Chris Settles
  - Seconded - Tom Blasinghim

  Motion carried.

- Motion made to approve FY27 Budget and 3-Year Cash Flow Projection
  - Made - Sheriff Joey Crawford
  - Seconded - Tom Blasinghim

  Motion carried.

- Motion made to adjourn at 12:59PM
  - Made - Chris Settles
  - Seconded - Tom Blasinghim

  Motion carried.

Respectfully,