

# Weber Area Dispatch 911 and Emergency Services District Administrative Control Board Meeting Minutes for November 19, 2019

**Board Members in Attendance:** Chairman Mike Caldwell, Gage Froerer, Scott Jenkins, James Truett, and Russell Porter

**Additional Attendees:** Executive Director Tina Mathieu, District Attorney Bryan Baron, Operations Advisory Committee Chair Lt. Casey Warren, Office Manager Kathy Stokes, Neil Schultz

1. Welcome – Mike Caldwell, Chairman
2. Public Comment - Neil Schultz, President of the Ogden Weber Tow Association: We have a full year to work on this. He has received legal clarification regarding tow fees. We have a meeting with the Legislative Transportation Committee where we are working on this. We want to be proactive in the legislative aspect and tow industry. This is regarding the dispatch fees. The price of diesel fuel is increasing which will add another line to our tow bill (storage fee, tow fee, admin fee, dispatch fee, soon to be a diesel fee, and sales tax fee). The time we take to explain all these fees to the customer, even though we give them the State Required Bill of Rights, they are rolling their eyes saying what more? Being the State's most regulated industry we have some concerns. We are making an appeal to relook at those dispatch fees and roll those into the general collection. That's my concern. I would love any entertainment of comment or discussion I would be happy to help out, but I think there is some mutual ground there. We are working on some legislation, we would like to work with you guys and do anything we can.
3. Consent Agenda:
  - a. Approval of minutes from Weber Area Dispatch 911 and Emergency Services District – October 22, 2019  
  
A motion to approve the minutes from Weber Area Dispatch 911 and Emergency Services District of October 22, 2019 was made by Russell Porter, a second by Scott Jenkins. Motion carried by unanimous vote.
4. Action Items:
  - a. Operations Policies
    - i. O-J-022 – Criminal Justice Information System Alerts: We are adding the Silver Alert into this policy for people over the age of 60 or people with dementia. Like an Amber Alert the Silver Alert is for elderly people who cannot be located. This will update our policy to be in line with what is available to us.

- ii. O-K-001 – Fire and Medical Dispatching: On page 2 we added at the request of the Fire Departments. When a unit arrives at the hospital we will put their status as AH and a 20 minute timer is set. When the timer goes off we are to ask the unit at the hospital if they are able to clear and continue this until they are clear.

A motion to accept the Operations Policies O-J-022 – Criminal Justice Information System Alerts, and O-K-001 – Fire and Medical Dispatching was made by Gage Froerer, a second by Russell Porter. Motion carried by unanimous vote.

b. Personnel Policies

- i. P-005 - Recruitment and Hiring: Adding that we can now accept applications on line. On Page 4 as part of our background investigation we added “g. Motorola Insite.” This will give information if the candidate has been arrested in another area. Also, on Page 6 on number 7 we changed “Employees returning within 12 months will retain seniority” to “may retain seniority.” Just to give us that option.
- ii. J-015 - Emergency Dispatcher Trainee: The only change is that a candidate must be at least 18 years of age instead of 21 years of age.

A motion to approve the Personnel Policies P-005 - Recruitment and Hiring and J-015 - Emergency Dispatcher Trainee was made by James Truett, a second by Scott Jenkins. Motion carried by unanimous vote.

- c. 2020 Final Budget Overview and Action – Tina Mathieu: 2020 Anticipated Revenue is \$8,112,409 which includes the Property Taxes estimate of \$4,165,000; vehicle registration fees of \$267,000; Delinquent Taxes of \$90,000; Dispatch Fees of \$749,979; 9-1-1 Telephone Tax of \$2,452,313; NAP fees of \$8,880; Miscellaneous fees of \$1,500; EMS Grant of \$3,987; Wellness Program is \$10,000; and a potential 9% Tax increase of \$363,750. For a 7.15% increase in revenue.

2020 Expenditures total \$7,475,218 for an increase overall of 1.02%. This includes Salaries and Benefits of \$6,120,608 (that includes the shift differential, \$0.45 COLA, and a Merit Increase for the employees); Subscription of \$2,483; Publications of \$2,400; Training and Travel of \$57,160; Business Expenses of \$18,300; Office Expense and Supplies of \$18,000; Promotions of \$3,500; Equipment Maintenance of \$172,280; Building Expense of \$80,630; Rent of \$390,178; Telephone of \$330,992; Line Charges of \$8,950; Service Fees of \$10,700; Employee Loan Program of \$10,000; Contracted Services of \$206,135; Special Services of \$10,000; Software of \$47,894; and Controlled Assets of \$34,700.

Scott Jenkins opens a discussion on the difference of the amount the District pays for insurance benefits and what Weber County pays. This creates a problem for HR to accommodate the District. Some of the issues are the time it takes to key in each District employee, offsetting the costs for the District employees, reopening Open Enrollment with the new options, amending the budget with the changes, and communicating the changes to the employees. It was determined that Tina would set a meeting with the Weber County HR Director Sarah Swan, Julie Combe, Scott Jenkins, Gage Froerer, and Mike Caldwell right after Thanksgiving to discuss this matter and reach a solution for this year.

A motion to approve the 2020 Final Budget as the Administrative Control Board, and recommend it to the Governing Board to approve it tonight was made by Scott Jenkins, a second by Gage Froerer. Motion carried by unanimous vote.

5. Recess as Administrative Control Board and convene as the Local Building Authority

A motion to recess as Administrative Control Board and convene as the Local Building Authority was made by Scott Jenkins, a second by Russell Porter. Motion carried by unanimous vote.

See LBA Minutes for agenda items: 6-9.

10. Recess as Local Building Authority and reconvene as Administrative Control Board

A motion to recess as Local Building Authority and reconvene as Administrative Control Board was made by Gage Froerer, a second by Russell Porter. Motion carried by unanimous vote.

11. Chairman's Report –Mike Caldwell, Chairman: We have a meeting today at 6:00 pm for the Governing Board and the discussion of the tax increase. He apologized that he may not be able to attend the meeting because he has the Board of Canvassers in the City Council Meeting.

12. Director's Report – Tina Mathieu, Executive Director: We made 4 job offers last week, all of which accepted and they will begin December 2nd. That leaves us with just 6 openings. This is out of 70 applications. We process all the hiring process in house. It is a lot of work. Our Employee of the Month is Brett DeGroot. Brett is a Dispatcher 3 – which is a lead dispatcher. He was nominated for his job knowledge and willingness to help everyone. He goes above and beyond to not only cover the channel that he is assigned to, but also picks up the slack for others when he is not busy. He answers questions and is a valuable resource on the floor. He is an excellent trainer and leader.

As mentioned in the email that was sent to you all that in a self-imposed audit for our UCJIS Non-User Agreement to ensure we are in line with FBI regulations, we will need to have all board members fingerprinted and conduct a background check. We have a security agreement that will need to be signed as well.

At the Board's request, she been continuing to work with Representative Maloy. He recently asked me to do some research for him, which I completed and reported back. After looking into how other dispatch centers handle tow dispatching, it appears that it is a mix of how things are done around the country.

Stats for this month: We have processed over 358,558. Our average calls processed per day was 1,113 the past month. And we answered, on average 253 911 calls per day. We are now processing approximately 946 incidents per day. And we are answering our 911 calls within 15 seconds approximately 97.47% of the time and our average call duration is 153 seconds.

She also wants to let the board know the awesome job on creating fire cards to use for Fire protocol. We worked with the Fire Departments and created the cards and this saved us \$118,000 over purchasing similar cards. We do not use cards for Police protocol because these calls can change in a minute. We do not script our police calls.

13. 2019 Budget Report - Tina Mathieu, Executive Director: We are 88.22% through the year. We have received 38.15% of our revenue. As a reminder the 9-1-1 surcharge revenue is low because it of the 3 month delay in receiving this money, and we will be receiving the majority of the Property Taxes in November and December.

For Expenditures we are at 72.41%. The only item that shows over budget is the line charges because we already paid the quarterly maintenance for the 4<sup>th</sup> quarter so that artificially inflates that line item. But we will not exceed on that budget.

14. Next Meeting December 10, 2019

Meeting adjourned.

*Respectfully submitted by Kathy Stokes*

Director: Tina Mathieu Date: 12/10/19