

# Weber Area Dispatch 911 and Emergency Services District Governing Authority Board Meeting Minutes August 13, 2020

Governing Board Members in Attendance: Scott Jenkins, James Harvey, Gage Froerer

Additional Attendees: Executive Director Tina Mathieu, District's Attorney Bryan Baron, and Office Manager Kathy Stokes

1. Welcome –Chairman Scott Jenkins
2. Public Comment: none
3. Consent Agenda:
  - a. Approval of minutes from Governing Authority Board meetings on May 14, 2020

A motion to approve the minutes from the Governing Authority Board meetings on May 14, 2020 was made by James Harvey, a second by Gage Froerer. Motion carried.

4. Computer Aided Dispatch System Follow Up – Bryan Baron: In our last meeting we had some concerns about the Spillman system and specifically the information that is kept on that system. Tina and Kevin were nice enough to show him around the system. This is a brief report today. First of all you can store basic identifying information in the system without even suspecting somebody of committing a crime. Their name, height, hair color, age, eye color, identifying marks that are visible. If it is not visible or medical information that you would get from a Doctor it is not stored. There is nothing illegal about that. Also, agency involvement information such as interactions with the police can be stored. What they can't store is the person's beliefs (religion, political party, memberships in different organizations), personal behavior (where they shop), personal communications from a cell phone or email, personal data (financial status, sexual orientation, medical information). All of that is off limits unless the police officer that is gathering the information suspects the person is committing a crime. There has to be reasonable suspicion to enter it into the system. A lot of agencies share this system, but there are partitions in the system. So a dispatcher cannot enter information on an ongoing investigation. The agencies in the system can also set up partitions within their agency so only the investigating officer can see the information. They do link into other systems but cannot pull up things like the driver's license information or the officer's conversation with the person. He feels that Spillman has really done their research on

the federal regulations because they don't want to get in trouble with the law. So they have set their system up to be compliant and everyone is using it appropriately.

All agreed that this is good news. The Board is happy with this information.

James Harvey: Is there a way that this can be reviewed by an external auditor to show what a great system it is to bring more public confidence. He doesn't question it, but what it would say that if an external auditor came in and reviewed these findings and then stamped it with an official audit it brings more public confidence in what we are doing to an already fantastic system it allows an outside private set of eyes. It's always nice to say we went through a formal audit.

Tina Mathieu: We go through an FBI Audit and State Bureau of Criminal Identification Audit. Every time we go through one of these audits we pass with flying colors. Another thing that wasn't mentioned is the system has internal tracking, so it literally logs every key stroke a user makes. We can pull information on everyone who looks at a case and what they did with it. Everyone has a unique log in and password.

5. Director's Report – Tina Mathieu: We have 6 new hires that will begin on August 24<sup>th</sup>. We had a total of 312 applications. Only 113 of the applicants were scheduled to test and of those, 63 tested. 23 Withdrew; 28 no-showed. Of those that tested – 30 couldn't meet the minimum typing requirement, 24 did pass the test. 22 were interviewed and 7 were offered conditional offers of employment and 6 were hired. This will leave us down one dispatcher. She hoping that we do not have to hire again this year, but she would be shocked if that were the case.

Of the \$174,942 we received, we have spent \$90,289 – of which \$79,800 was spent on bonuses. The remainder that we have is \$84,553.

Tina passed around thank you cards from Mayor Dandoy for the flowers the Board sent after his son passed away, and our dispatchers after the last COVID bonus..

It has been an interesting couple of months. Our 911 call volume has been exploding. In July alone we had a 14.36% increase in our 911 call volume. In the history of our center we have never received 9,000 calls in a single month, in fact, we have never reached 8,800 911 calls in any given month. In July we received 10,057 911 calls. We processed over 41,311 calls – which is an increase of 6.14%. July is usually the busiest month of the year. However, August numbers, to date, is tracking to exceed our July 911 call volume. When she ran the stats for July she was interested as to what this increased call volume translated to in terms of the nature of calls that we were seeing an increase in. To some degree, she was a little surprised. The types of calls that we would see an increase in would be:

Family Disturbances up 33.77%  
Custodial Interferences up 41.67%

Theft in progress up 42.86%  
Vehicle Burglaries up 35.65%

Vehicle Burglaries just occurred up 142.86%  
Vehicle Burglaries in progress up 167.67%  
Vehicle Theft just occurred up 175%  
Vehicle Burglaries attempted up 350%  
Burglary just occurred up 350%  
Assault just occurred up 60%  
Assault in progress up 66.67%  
Child Abuse in progress up 200%  
Sex Offense just occurred up 100%

Public Intoxication up 100%  
Drug Violation in progress up 50%  
Shots Fired up 62.07%  
Weapons Disturbance up 44%  
Crisis Response up 220%  
Gunshot wound up 800%  
Man with a Gun up 200%  
Sex Offenses up 38%  
Lewdness up 68.42%  
Sexual Assault up 500%

She was especially disturbed by the increase seen in violent crimes, crimes involving drugs and alcohol and sex crimes and to the degree. In her own opinion, she thinks these statistics show that people need to work, people need social interaction and people need time out of their houses, away from their families. And quite frankly, not to be political, but children need to be able to go to school.

For tow dispatch Ogden City have announced they are going to sole source. Roy is considering it.

As you know, they came back for more. They have been here since last week filming. They again have been extremely complimentary of our dispatchers and our center. They could not be happier with the calls that they are getting and the volume. They said that the center they visited in Wisconsin was very boring. They were going to be filming today, but they took the day off to get their weekly COVID tests and will be back tomorrow through Sunday. Luke Wilson will narrate the show, and she been talking to the producer about having him come here to do some of it. They have said that they should be able to have a sample of the show for us by the ACB meeting.

6. 2020 Budget Report - Tina Mathieu: Tow fees are at 36% even though we are 61% through the year, but we are still down 21%. July picked up quite a bit, we only had 10 tow calls less than we did July, 2019. This is a huge improvement from a month like April when were down 175 calls compared to the same month in 2019. The 911 Surcharge looks low, but we have only received payments through May. For Expenditures we are looking good. The Salaries and Benefits does reflect the COVID Bonus the employees received. Rent is a little high, but we won't exceed that. Line Charges and Telephone are a little higher because they include 3<sup>rd</sup> Quarter payments through September. Controlled Assets are a little high but we will not exceed that either.

Good news we have just over \$90,000 of the COVID money. We have \$84,553 left. We have yet to have one of our employees test positive. None of our employees have had

to go into a negative sick leave balance for COVID. We have tested about 10 employees for COVID but nobody has come back positive.

The great news is our Cash Flow. As right now we have a cash balance of \$6,487 this time last year we owed the County \$614,000. We have borrowed, but we got a tax payment that put us back in the positive. Probably in September we will be in the red. However, we are going in the right direction. We are making progress every year.

Gage Froerer asks if Tina has any plans for the balance of the COVID money. Tina replies that she doesn't have any plans yet besides disinfectant wipes and supplies like that. She thinks that it may be a good idea to save it in case it is needed later.

7. Next meeting October 15, 2020. A motion to adjourn was made by Gage Froerer, a second by James Harvey. Meeting adjourned.

*Respectfully submitted by Kathy Stokes*

Director: Tina Mathier Date: 05/13/2021