

Weber Area Dispatch 911 and Emergency Services District Administrative Control Board Meeting Minutes of August 25, 2020

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

Additional Attendees: Executive Director Tina Mathieu, District Attorney Bryan Baron, Office Manager Kathy Stokes, and CPA Chuck Palmer of Christen, Palmer & Ambrose

1. Welcome: Mike Caldwell, Chairman
2. Public Comment: None
3. Consent Agenda:
 - a. Approval of minutes from Weber Area Dispatch 911 and Emergency Services District meetings on June 23, 2020 and June 30, 2020

A motion to approve the Weber Area Dispatch 911 and Emergency Services District meetings of June 23, 2020 and June 30, 2020 was made by Leonard Call, a second by Russell Porter. Motion carried by unanimous vote.

4. 2019 Audit Report – Chuck Palmer: From the account firm Christensen, Palmer & Ambrose – Certified Public Accountants. They have completed an audit on the District for the year ending December 31, 2019. This is a basic summary assets exceeded liabilities. Capital assets decreased by 5.4%, primarily due to depreciation. Long Term liabilities increased by 8.9% primarily due to changes in health insurance and pensions. The District has a really good system as far as checks and balances. There are no deficiencies on internal control that we need to report. Overall it is a good report. The numbers are headed in the right direction.

A motion to adopt the 2019 Internal Audit Report was made by Russell Porter, a second by Leonard Call. Motion carried by unanimous vote.

5. Action Items:
 - a. Operations Policies
 - i. O-J-001 Police Dispatching: Add a section about the approximate location based on GPS coordinates. The dispatcher will inform the responding agency that the locations is an approximate address based on the GPS location in the event the actual address is not given by the caller.
 - ii. O-I-002 Telephone Interrogation Skills: The same change as above.

****In compliance with the Americans with Disabilities Act, persons needing auxiliary services for these meetings should call the Weber Area Dispatch 911 and Emergency Services District at 395-8234 at least 24 hours prior to the meeting.****

- iii. O-K-001 Fire and Medical Dispatching: The same as above.
- iv. Policy O-P-010 Board Up Company Call Out: We just added Hazmat in this policy.
- v. Policy O-O-005 NCIC Transactions: Had a recommendation from one of our employees to create a Nature Code of Hit Request for verification. This will enter the CAD call and enable the dispatcher to track it.

A motion to approve Operations Policies: O-J-001 Police Dispatching; O-I-002 Telephone Interrogation Skills; O-K-001 Fire and Medical Dispatching; O-P-010 Board Up Company Call Out; and O-O-005 NCIC Transactions was made by Jim Truett, a second by Russell Porter. Motion carried by unanimous vote.

- 6. Chairman’s Report –Mike Caldwell, Chairman: Doesn’t have anything new to add other than we have all been in survival mode during the last number of months which changes every week. He appreciates what everyone is doing in their respective communities.
- 7. Director’s Report – Tina Mathieu, Executive Director: We had six new hires start on Monday. We had a 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.

Of the \$174,942 we received for COVID funds received from UCA, we have spent \$90,289 of which \$79,800 was spent on bonuses. The remainder that we have is \$84,553. Our employees were very appreciative of the bonus they received. Thank you cards were passed around from the employees. The bonuses came at a very good time because our call volumes have increased. 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 over 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, are tracking to have another double digit increase over August, 2019. As of today, we have seen an increase in the number of 911 calls we have received of almost 12%. July statics show the types of calls that we see an increase in:

Family Disturbances: 33.77%	Vehicle Theft Just Occurred: 175%
Custodial Interferences: 41.67%	Vehicle Burglaries Attempted: 350%
Theft In Progress: 42.86	Burglary Just Occurred: 350%
Vehicle Burglaries: 35.65%	Assault Just Occurred: 60%
Vehicle Burglaries Just Occurred: 142.86%	Assault In Progress: 66.67%
Vehicle Burglaries In Progress: 167.67%	Child Abuse In Progress: 200%

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Public Intoxication: 100%
Drug Violation In Progress: 50%
Shots Fired: 62.07%
Weapons Disturbance: 44%
Crisis Response: 220%
Gunshot Wound: 800%

Man with a Gun: 200%
Sex Offenses: 38%
Lewdness: 68.42%
Sexual Assault: 500%
Sex Offense Just Occurred: 100%

It is her opinion, and these statistics show that people need to work, people need social interaction and people need time out of their houses, away from their families

As you are all aware, there was a legislative audit done on 911 that was presented and released last Tuesday. As she mentioned to you all in the email, it was noted that Weber did not meet the standard of 95% of all 911 calls being answered within 20 seconds two of the sixty months reviewed. Those months were June and July of 2016. During those months we only answered 94.87% and 94.96% of the 911 calls within 20 seconds. We were very close, but we did not hit the mark. We have exceeded the standard every month since that time and have maintained an annual average of over 98%. She wants to ensure that there is no need to worry, that we take these standards serious and we monitor them regularly. Also in the audit, it was listed that there are some issues with certifications. This is not the case for Weber. We have 100% of the required certifications and we do not let these lapse.

We received our APCO Agency Training Program Certification. We are the first in the State to receive this certification. It was a lot of work. We were supposed to receive this at the annual conference, just one more thing that COVID has ruined.

We have decided to cancel our annual banquet. The idea of having 120 plus people in the same room doesn't seem feasible, nor does it seem responsible. As careful as we have been and requiring masks, and such while at work, it would be difficult to justify that. We are in the process of brainstorming another way that we can still make it special. Kathy will send a cancellation to your calendars for this.

The Banjo contract will expire September 20th due to the letter we sent them in June. They still have access to our information but we monitor it and they haven't taken anything. We will not violate the contract, as advised by our attorney, but will continue to monitor it.

They have completed the second session of filming and have begun the editing process. They again have been extremely complimentary of our dispatchers and our center. They could not be happier with the calls that they got and the call volume. They have sent a draft of the show opener that she shared. The show will start in the fall on ABC.

8. 2020 Budget Report - Tina Mathieu, Executive Director: There are four in the Revenue account to talk about. We are 64.94% through the year. The Property Tax account is at 6.6% for the year. The user fees are just slightly under but we are still waiting for 3rd Quarter payments to come in, so we should be good there. The tow fees are at 39.52%

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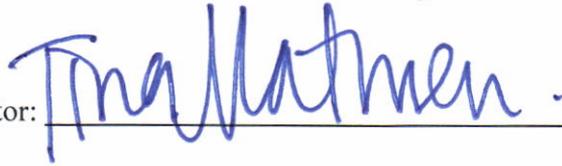
but we have billed out \$54,945 so when everyone pays we will be at 44.47% we are still short but because of the decrease in calls the last few months. July has jumped back up and we are getting closer. In the 911 Surcharge account is at 50.57%, but the money is through June which would be 49.59% through the year so we are slightly above what we budgeted for. For Expenditures we are over in Rent, but we will not exceed. The line charges are slightly high but that included the 3rd quarter maintenance through September. And our Controlled Assets are over but we will not exceed that amount. We are doing really well in expenditure.

9. Next Meeting is scheduled for September 22, 2020. This day was not good for everyone, so we will work with everyone to coordinate a date for the next meeting and send out an appointment.

Meeting adjourned.

Respectfully submitted by Kathy Stokes

Director: _____



Date: _____

09-17-2020