

**Weber Area Dispatch 911 and Emergency Services District
Administrative Control Board
Meeting Minutes
June 23, 2020**

Attendees: Mike Caldwell, Leonard Call, Russ Porter, Jim Truett, Scott Jenkins, Gage Froerer, Dave Wade, Tina Mathieu, Brian Baron, Kathy Stokes

1. Welcome – Mike Caldwell, Chairman
2. Public Comment
3. Consent Agenda:
 - a. Approval of minutes from Weber Area Dispatch 911 and Emergency Services District – May 26, 2020

A motion to approve the Weber Area Dispatch 911 and Emergency Services District from May 26, 2020 was made by Scott Jenkins, a second by Russell Porter. Motion carried by unanimous vote.

4. Action Items:
 - a. Operations Policies
 - i. O-E-007 – Address and Person Alerts: We have been working with our agencies on this. We are able to add hazards to addresses and name files. If we have a person who is known to carry weapons or known to threaten officers we can put a flag on their name so the officers can see this. On addresses we can tag it for our fire agencies to show if there is flammable material and such at the address so they will know how to handle a call. The change is who enters this information. We have worked with records on this so they will be adding some if they are non-priority and dispatch will add them if they are.
 - ii. O-H-006 – Motorola System Policy: This is an overall change from Spillman to Motorola through the entire document. On page 14 it shows how to add information to make sure it is all added the same way to make the system more effective. The other change is on page 23 which originally said we would delete the name file if a charge was expunged. Instead of deleting this we will patrician it out so only records can see it, and nobody else can. The name record shows the history of individuals. It is a very powerful tool for our officers. Scott Jenkins requests we look into the liability of keeping these records. Tina and Bryan will look into this and report at the next meeting.
 - iii. O-P-001 – Emergency Notification System: Changes are on page 5, we took out Ryan Perkins who left Ogden City as the Emergency Manager. We also made a change to show an upgrade in the IPAUSE system to increase the number of characters to 360.

****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.****

A motion to approve the operations policies was made by Gage Froerer, a second by Leonard Call. Motion carried by unanimous vote.

b. Personnel Policies

- i. J-13 – Emergency Dispatcher II: The only change is the minimum qualifications from 3 years to 2 years as a dispatcher.

A motion to approve the operations policies was made by Leonard Call, a second by Gage Froerer. Motion carried by unanimous vote.

- c. Resolution No. 2020-002 – A Resolution of the Administrative Control Board of the Weber Area Dispatch 911 and Emergency Services District approving the certified property tax rate for the calendar year ending December 31, 2020: Based on the tax increase that was passed last November the certified tax rate would be .000241. This is well below the .000387% that the voters approved when they approved the District.

A motion to approve Resolution No. 2020-002 – A Resolution of the Administrative Control Board of the Weber Area Dispatch 911 and Emergency Services District approving the certified property tax rate for the calendar year ending December 31, 2020 was made by Leonard Call, a second by Jim Truett. Motion approved by Roll Call vote:

Mike Caldwell – Aye
Scott Jenkins – Aye
Leonard Call – Aye
Gage Froerer – Aye
Russell Porter – Aye
James Truett – Aye
Robert Dandoy – Absent

- d. Action of Termination of Banjo Contract: This has been discussed by email. Tina recommends that we give Banjo written notice to terminate our contract with them. The agreement allows them to transfer our agreement to another company, and since we don't know if they will survive with everything that is going on with them. The only way it terminates is if we send a letter or they send a letter. The letter would terminate the contract within 90 days. This just formalizes what we have already done by cutting off our information to them.

A motion to approve the operations policies was made by Russel Porter, a second by Gage Froerer. Motion carried by unanimous vote.

- e. Motorola Solutions Quote 1265991: This is a quote that was provided on behalf of Weber State University. Motorola is now providing a vault to save information so all information can be saved in one place so agencies can review all the

information in a case from one location. Motorola is offering 250 GB for free. It is a five year contract for \$0.

Bryan Baron indicates he has a couple concerns with this contract: Motorola indicates they will have no liability for anything including the disruption of 911 equipment. If a court determines that they do have liability they limit their liability to 12 months and the subscription cost, which is zero dollars. They also will have access to all of our data and have the ability to copy, transmit, and publish it and we have to indemnify them for any use or misuse of that data. Bryan is not thrilled with these contract provisions, and wanted to make the Board aware of these provisions.

It was decided that this item be pushed to next month to find out if the agencies could enter into their own contracts with Motorola, and see if the provisions in the contract can be changed.

Scott Jenkins made a motion to remove Motorola Solutions Quote 1265991 from the agenda, a second was made by Gage Froerer. Motion carried by unanimous vote.

- f. Resolution No. 2020-003 – A Resolution of the Administrative Control Board of the Weber Area Dispatch 911 and Emergency Services District Approving COVID-19 Retention Bonuses: This has been discussed in relation with the \$175,000 we received from UCA that has to be used for COVID related expenses. To date we have \$166,000 remaining. If we don't use the money we have to return it. We have not had any personnel related expenses. Everything we have spent has been on software and supplies such as wipes and sanitizer. Also, the ZOOM accounts, web cameras to continue to do business, and VPN stuff that has been upgraded. Tina recommends the Board consider giving our employees a bonus of \$500 for full time and \$250 for full time employees. If this is approved we would still have \$133,000. This is not federal dollars. It is extra money UCA had through the 911 telephone tax. The bonus is an acceptable use for this money as verified by UCA. The amount is conservative, keeping in mind we can do a second round in December.

Scott Jenkins made a motion to approve Resolution No. 2020-003 – A Resolution of the Administrative Control Board of the Weber Area Dispatch 911 and Emergency Services District Approving COVID-19 Retention Bonuses for \$1000 for each employee. That still leaves over \$100,000 to use through the end of the year. Clarification is \$1000 for full-time and \$500 or part-time employees. A second was made by Gage Froerer. Motion approved with this amendment by Roll Call vote:

Mike Caldwell – Aye
Scott Jenkins – Aye
Leonard Call – Aye

Gage Froerer – Aye
Russell Porter – Aye
James Truett – Absent – left meeting.
Robert Dandoy – Absent

5. Chairman's Report –Mike Caldwell, Chairman: We have had a really interesting month with riots, calls, protests and a funeral and everything else. He wanted to thank our dispatchers for the amazing work that they've done. They didn't miss a beat. It has been an extremely emotional month. We appreciate their service, discipline, and kindness to people in the community. It has been felt by everyone in the Ogden Police Department and all Public Safety. Thank you for your partnership. He wanted to extend his gratitude and asks that this be passed on to the dispatchers.
6. Director's Report – Tina Mathieu, Executive Director: It has been an interesting month, and a long several months. We started with COVID, had an earthquake, have had so many policy changes, then the unfortunate event with Officer Lyday, and the protests, riot, and a massive fire. Our call volume has been much higher, and the number of incidents has gone up. It's been a lot. And through it all we have used less sick leave and have had less overtime in the last couple of months. Our employees have really stepped up. We are very grateful to the agencies and cities that have given up support. We have received flowers and food from everyone. We have even received flowers and small gifts from centers around the county. The extra love is much appreciated.

We are in the process of hiring 6 dispatchers. The posting for our dispatcher position closed on Friday. We received 254 applications. We also have one I.T. Specialist position we are trying to fill. For that we got 58 applications. They are testing for the I.T. position this week and will start testing for the dispatcher spots next week. We will also be working on promotions for D2 and D3 positions.

We are also working on the new phone system. We will be meeting with Motorola and also UCA, who is paying for the system. She is really happy with our I.T. Department who worked to get the 3 new positions installed when they did so we could have all the positions in our center with a phone and completely paid for. That was a massive amount of work in the last week and a half. We appreciate UCA also. If we had to buy them for some reason it would have cost about \$150,000. They did the same with the radios which will save a lot of money and time have those position right out of the shoot.

As mentioned, our call volume has been higher than normal. We are still answering our calls within the National Standards with 98.33% of our calls answered within 15 seconds. Our call duration has increased a little to 186 seconds, but we are averaging over 1,000 calls per day. We have had days where we have had over 300 911 calls. We have had an uptick in domestic violence calls and mental health calls. We are seeing an increase in tows. COVID cases are starting to increase. She received 55 new addresses to enter for positive COVID cases. So far we have not had any employees test positive for COVID. We have one employee who was tested yesterday and we are waiting to see the results.

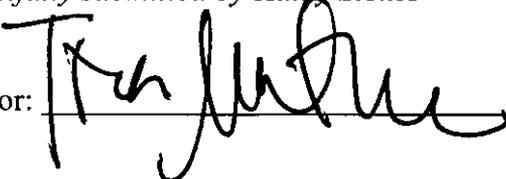
All employees have been wearing masks when walking around or leaving our desks. Hopefully if she does test positive it will not spread.

Leonard Call asked if the dispatcher who handled the Francom incident was also the one who handled the Lyday incident, and how they are holding up. Tina's reply was "no". She was working but was not on the Ogden channel. When Ogden Fire took an engine down to pick up Officer Lyday's body from the M.E.'s office two dispatchers, Alicia Skinner who was working the Ogden channel, and Erica who was working the Ogden channel during the Francom shooting were able to go in the back of the engine. It meant a lot to them. Tina feels that the week went flawless and Ogden PD did a great job even with the protests going on. One of our newest dispatchers did take the 911 call the day of the shooting and he was able to attend the stress debriefings and he talked to Tina and said it was good to go and helped him.

For the 911 television show, the producers showed up yesterday and will be packing in all their equipment in the next couple of days. Two of them will sit with the cast members on Wednesday just to see how our call center flows because we don't transfer calls within our center like a lot of bigger centers do. Such as transferring calls to a police or fire person, since we don't do that they wanted to see how it is before filming. They will be filming Thursday, Friday, Saturday and Sunday of this week and the following week, and will be out of here by July 5th.

7. 2020 Budget Report - Tina Mathieu, Executive Director: We are 47.4% through the year. We have collected 19.26% of our revenue. The only one that looks low is the 911 Surcharge, but this is because we are a couple months behind in collecting this, so it is on tract also. With the expenditures we are looking good here as well. We have spent 41.95% of the budget. The only places we are over is the rent because we paid our bond payment early in the year and the line charges which is technically paid through the end of June so we are right in line with that also.
8. Next Meeting July 28, 2020. Meeting adjourned.

Respectfully submitted by Kathy Stokes

Director:  Date: 