

# Weber Area Dispatch 911 and Emergency Services District Administrative Control Board Meeting Minutes of January 7, 2022

**Board Members in Attendance:** Russell Porter, Robert Dandoy, Mike Caldwell, Scott Jenkins, Gage Froerer, Leonard Call, Richard Sorensen

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

1. Welcome – Russ Porter, Chairman
2. Public Comment - None
3. Emergency Staffing Plan – Tina Mathieu, Executive Director: With the COVID numbers increasing it is important to go over our plan. So far, we haven't had work place spread; we have been doing extra protocols to maintain this. We still have not had workplace spread, but with employees throughout the State getting sick quicker, this is something consider. Right now with current staffing, we have five Law channels, five Fire channels, and call takers. The current standard is to answer 90% of 911 calls within 15 seconds and 95% of 911 calls within 20 seconds. In 2021 for the entire year, we exceeded the standard. Our current protocol standards for COVID is to follow the CDC guidelines. As they change theirs, we change ours. Right now the CDC guideline is if an employee gets sick, they have to go into 5 days of isolation then with diminished symptoms they can come back to work. We are also requiring them to get a COVID test to help make sure there is no workplace spread. If they are not vaccinated after the 5 days of isolation, they have to wear a mask for five additional days. We currently have 6% of our staff out with COVID, and 19% have had COVID. We are worried that with the spread of the current strain we may need to reduce our staff levels. For the first 6 days of January, we have had employees utilize 174 hours of sick leave. This is for everything. This is a 63% increase over January 2021. If this trend continues, our employees will use 765 hours of sick leave this month. This is a 63% increase over January 2021 and a 97% over January 2020. This is why we are getting a little nervous of where we are going.

To determine our staffing levels, we run models through a software program that is provided by UCA, which calculates all the calls we take (emergency and non-emergency), how many position we have and how they are utilized, and the time of year. We do this every trimester. The other day we went through our staffing levels and made some initial adjustments that went into effect today. We have decreased staffing levels by 41 hours. With that, the model says that we can still meet the standards. We also looked at what our staffing levels could be reduced to while keeping the standard of answering 90% of our 911 calls in 20 seconds, if we continue to have employees to get COVID at this rate. We determined that we could reduce the staffing levels by 131 hours. Then if

things got chaotic, we could reduce our service level models of answering 85% of our 911 calls in within 20 seconds and reduce our staffing levels by 179 hours. Even though, as she mentioned at the beginning that our employees have used 174 hours of sick leave in the first 6 days of January, we have not reached this level. This meeting is to give the Board an idea of what could happen and the plans have discussed.

Some of adjustments we could make with the modified staffing levels are to patch our North Law channel and South Law channels together. We have run the call stats and we don't believe it would be a detriment to officers or put anyone at risk. Another option would be to eliminate Fire 1 and assign Fire Tender responsibilities to Fire 3. Another option is to eliminate our Service channel and have service requests handled on the main channels. Another option would be to have our supervisor work a position while still supervising. The last option would be to close Fire 4 and Fire 5. The option we use would depend on the time of day and the day of the week. Our employees are amazing and are always willing to step up and work as a team when it gets chaotic on the floor.

Tina wanted to run all this by the Board to make sure you understand the situation and that you are okay with the plans. It would also be helpful if you hear complaints from the agencies, so you know what is happening. She will also send this information to the Chiefs so they are aware. In addition, she will notify the Board members if we have had to reduce the staffing levels either by e-mail or in Board meetings.

The Board members agreed that these are good plans and will not hold Tina responsible for not meeting the current standards in this situation, if it happens. They also expressed appreciation to Tina for her forward thinking and keeping them all informed.

This meeting is for information only.

4. Next Meeting – January 25, 2022. A motion to adjourn was made by Mike Caldwell, a second by Gage Froerer. Meeting adjourned.

*Respectfully submitted by Kathy Stokes*

Director: Tina Mathew Date: 01/25/22