

# Weber Area Dispatch 911 and Emergency Services District Administrative Control Board Meeting Minutes of March 22, 2022

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

**Additional Attendees:** Executive Director Tina Mathieu, District Attorney Bryan Baron, Deputy Chief Shelby Willis, Weber County Emergency Manager Lisa Schwartz, and Office Manager Kathy Stokes

1. Welcome – Russ Porter, Chairman
2. Public Comment : None
3. Consent Agenda:
  - a. Approval of minutes from Weber Area Dispatch 911 and Emergency Services District Administrative Control Board meeting on February 22, 2022.

A motion to approve the meeting minutes from the Weber Area Dispatch 911 and Emergency Services District Administrative Control Board meeting on February 22, 2022 was made by Scott Jenkins, a second by Robert Dandoy. Motion carried by unanimous vote.

#### 4. Action Items:

- a. WestNet 2022 Maintenance Agreement – Tina Mathieu: This is an updated agreement, the money has already been approved in the budget. The only change is Uintah Fire Station has been removed Weber Fire District now handles Uintah City. Removing this station from the list also reduced our cost, the other costs are the same as they have been every year since we started with them. Also, the dates have been updated.

A motion to approve the WestNet 2022 Maintenance Agreement was made by Leonard Call, a second by Robert Dandoy with comment: The liability statement pretty much escapes them from any liability.

Bryan Baron adds additional comments: They had a much worse paragraph when we started on this contract a couple of years ago. He pushed back on it, and they conceded on a couple of points. This is what we ended up with. We discussed this as a Board, and decided to go with it because of the level of service and the cost. This is common in technology agreements.

Motion carried by unanimous vote.

- b. 1 Wire Order and Master Services Agreement – Tina Mathieu: A couple of months ago we talked about replacing our administrative lines using Ring Central. However, our new I.T. Manager has done some research and found 1Wire. We decided this company would be a better fit for us, and will save us about \$50 per month on what we are currently paying for CenturyLink for the PRI for our administrative lines. This is for the lines going into our offices, not the non-emergency lines on the dispatch floor. This is a 3 year contract. She feels good about what we are getting with the additional features of the cell phone option and video conferencing.

A motion to approve the 1 Wire Order and Master Services Agreement was made by Robert Dandoy, a second by Leonard Call. Motion carried by unanimous vote.

5. Review of Draft Resolution 4-2006 – A Resolution of the Board of County Commissioners Amending Resolution 4-2006 – Tina Mathieu: This is a preview of what she will present to the County Commissioners, for approval in their meeting. It addresses some of the changes that have happened statutorily over the last few years. Specifically in 1.2b, how we appoint a new board member, and the process for this. We have changed this to just reference the statute so if changes are made in the future we will not need to change this resolution. Additionally in section 1.3 we have replaced the specific title of Administrative Assistant with office staff because job titles may also change. In 1.4h shows the changes from HB022 that passed this last session with requirements for electronic meetings. She is asking for recommendations from the board before this is presented to the Commissioners.
6. Chairman's Report – Russ Porter, Chairman: Nothing to report at this time.
7. Director's Report – Tina Mathieu, Executive Director: Last month she reported that we received 150 applications for the four open dispatch positions. Of that 150, 90 of them did not complete the test, of the 55 who tested only 20 passed. We ended up interviewing nine of them because 10 withdrew prior to the interviews, two cancelled and three no showed. Of that, we offered four conditional offers. One failed the background process, one withdrew and we are down to two people. We have opened up the position again, as of last Friday we have 46 applications. The position is still open for another week and a half. But the number of applications, as you know, for us and our process, needs to be substantially higher to be able to believe we will get a couple of new employees. We will try to get an additional two new hires from that group – which would get us to our 75 budgeted positions.

A couple of bills passed that will require some policy changes to be considered. She will have more on that at the April meeting. She is holding off on a few to see how the County and cities are going to be handling the changes. She is still working with some legislators on the State ARPA funds for local public safety agencies radio replacement. Thus far, only \$5M was allocated. However, there is a high probability that another \$40M will be allocated. This will save our cities and counties a substantial amount of money. Last week we did host a presentation for all of the chiefs and sheriffs that we serve. She invited representatives from Motorola and L3Harris to present to the agencies information regarding the radios they have to offer and the features that they each have. It was very informative and she got a lot of great feedback from those that were in attendance. Other Counties have reached out to her asking what she did and to provide them with the documents provided to our agencies.

A county commissioner from Davis County toured our facility last week. They are interested in creating a SSD and having one consolidated 911 center like we have. They have since scheduled a second tour for all of the commissioners to attend along with two additional people. That tour will take place in April. She has provided several documents to the Commissioner to be able to understand better how we were created, what type of district we are, board composition, etcetera. It would be really quite fantastic if Davis County would consolidate. It is a lot of extra work for our dispatchers to remember which of the four dispatch centers in Davis County that we need to transfer a call to, request assistance from, etcetera. It would also be a huge value to us to be able to have that larger center be our backup center rather than having to rely on a 911 center in Salt Lake County. The four centers they have now are Clearfield, Layton, Davis County, and Bountiful.

The Board asked her to do some research on the Code Red Emergency Notification System that we have. What she has learned is that the Homeland Security Region – Region 1, that includes Rich, Cache, Davis, Morgan and Weber Counties have a contract that was signed last year and goes through June, 2024. Bryan read through the contract and if you would like, he can expound upon that. In speaking with other 911 centers in our region, she has learned that they too believe that Code Red is not as effective as it should be and have expressed concerns to their Emergency Managers as well. Other regions divide the money to the different counties to do what they want individually. Lisa Schwartz, the Weber County EM, has assured her that the Region EMs have agreed to go through an RFP process the next time the contract is up and they have also agreed to allow 911 representatives to weigh in on the RFP process. As much as this will be a good thing in 27 months from now, today we are left in a position to just accept the fact that our connection rate is anywhere from 0 - 34% in the past 5 launches. One specific example of this was the grass fire we up near Snow Basin last year. We deployed a notification and only reached 10 homes. This forced deputies to respond into a dangerous situation unnecessarily, to help knock on doors to notify the residents to evacuate. Just this past weekend in Texas a deputy was killed as he was going door-to-door to try to help evacuate citizens due to a fire. We have had several demos at the 911 center with a company, Everbridge, which has a new features that allows for emergency notifications to be sent out to cell phones in the selected area. Rather than just landlines or those that have registered with our system. To date, per Code Red, just over 9,200 residents have registered since 2014. We went through the process of some test deployments comparing the data and methodology that our current system uses to determine approximate contact abilities. The differences in database capabilities is astonishing. In a sampling from the west side of the County, in Plain City – we took an address and applied a .35 mile radius. Our current system provided us with a 202 phone count. The other provider created a test deployment for the exact geographical area and advised that their phone count was 250. We did another sampling from a neighborhood in Ogden – we selected an address and applied a .8 mile radius. Our current system provided us with 3,786. The other provider provided a phone count of 3,923 for the exact same geographical area. One other point of interest is that Code Red provided her with a spreadsheet of the total number of residents that had registered their phone number. It is unknown if they are landlines or cell phone numbers into our system or if they have been updated since 2014 is approximately 9,200. What worries her the most about our current system is that they rely on the 911 data and the registered phone numbers. The 911 data is comprised of landline phone numbers only. Statistics show that in 2003 95% of households had a landline, in 2018 less than 40% have one. As of June 2020 more than 80% of adults ages 25-34 have gone totally wireless, while only 35% of people 65 or older have done so. In 2021, only 1.15% or 1,127 of our 98,000 plus 911 calls that we took last year were from residential landlines. When she asked Everbridge about the numbers that their database would include, they provided the following information: For residential they had 38,535 landlines, 21,664 VoIP Lines (the 911 data dump does not include VoIP lines), and 112,612 Wireless Lines (these line are not included in the 911 data dump). The total business they had a total of 11,564 which includes 4,171 landlines, 6,663 VoIP, and 730 wireless. So, for residential lines – based on these numbers, we are missing out on 134,276 VoIP and wireless users with our current system or 77.7% more citizens that could be reached. And another 7,393 or 63.93% of our businesses. This is why she has been vocal about her concerns with the current company. And why she has said that, based on her experience and understanding, she believes that the current company is using technology that has been used since the 90's when emergency notification systems were created. And back then, when literally everyone had a landline, they were extremely effective. But today, in her opinion, it is completely ineffective. If there is an expectation that we are going to be able to use our system to advise to shelter in place or evacuate or whatever it is that we need to instruct them to do, she worries there is a false sense of security that we will be able to effectively communicate information through this means. She thinks that before the Region does an RFP the Mayors and Commissioners need to be included to establish what the expectation for the connection rate needs to be. And what the overall expectations that you

all have to be able to effectively notify our citizens. She got a quote from Everbridge that was about \$70,000 per year for Weber and Morgan counties. With this information, she believes she has answered the questions the Board has, and will no longer be engaged, unless the Board would like her to do more research.

Russel Porter: South Ogden looked Everbridge and several other companies, and ended up signing with a company called Regroup from the recommendation for their communications people. This allows South Ogden to notify their citizens when they have an issue without the need to get approval from anyone else. This company has several communication options other than emergencies.

Leonard Call: He feels an RFP should focus on the technology, rather than just the format.

Mike Caldwell: He has been a member of Code Red and has not received a single notification. The notification sent out for the military exercise at Rite Aid was a total fail.

Robert Dandoy: Asks if we would consider a concurrent contract. It is difficult to put a price on public safety. If we all went to our own company, as South Ogden did, we will lose our unity.

Tina Mathieu: Currently dispatch is only authorized to put out an emergency notification. If there is a non-emergency notification we would advise you to have your EM go through the process. We cannot activate individual systems. As a gentle reminder, this is not a dispatch issue. This may be a WACOG agenda item.

Scott Jenkins: He feels this regional concept is what sucked us into Code Red. And now we are locked in for 27 more months.

Tina Mathieu: It may be better to change the regions mentality for the RFP to not go regionally.

Robert Dandoy: Suggests we bring this information to WACOG and see how the conversation goes. Each city has different risks that they are concerned about. We have enough hazards that instant communication is critical.

The Board agrees that the EM should take ownership of the system. This is not the roll of 911.

8. 2022 Budget Report – Tina Mathieu, Executive Director: We have collected \$284,871 this year. We are 21.9% through the year. We have received 3.17% of our revenue, which is not alarming. The 911 Surcharge shows zero dollars because we are 2 months behind, we have actually received 2 payments but they were applied to 2021. Next meeting we should have about \$200,000 there. We will be receiving a little more than we have in the past because it is in statute that our 911 portion is based on our 3 year rolling average, which was 89,703 last year, this year it's 93,354. This was an 8% increase, but we won't see 8% because other 911 centers also had increases.

In Expenditures the telephone line looks widely over budget, this is because we have been paying our CenturyLink bill of \$17,000 per month that we were not supposed to be paying. UCA has been good to work with Motorola and Motorola will begin paying that bill beginning in April, because their delay is why we are still paying that. We may go over, but we will watch this and may need to make adjustments in November. The Line charges and Software charges are a little accelerated, but we will not go over in the long run.

Scott Jenkins: What is our Fund Balance? This has turned out even better than we expected, and may be able to cut taxes in a year or so.

Leonard Call: We should review the 5 year plan before deciding our next step.

Tina Mathieu: She believes we are at \$4 Million in the Fund Balance. We will no longer need to borrow money from the county. She has been working with Scott Parke and will bring the 5 year plan information to the next meeting to review.

Gage Froerer: Agrees it is important to review the 5 year plan and look ahead before making any decisions.

9. Next Meeting April 26, 2022. A motion to adjourn was made by Mike Caldwell, a second by Gage Froerer. Meeting adjourned.

*Respectfully submitted by Kathy Stokes*

Director: Tina Mathieu Date: 4/26/22