

Weber Area Dispatch 911 and Emergency Services District
Weber Area Dispatch 911 and Emergency Services District
Administrative Control Board
Meeting Minutes of February 27, 2024

Board Members in Attendance: Russell Porter, Robert Dandoy, James Harvey, Gage Froerer, and Benjamin Nadolski

Board Members Excused: Leonard Call and Richard Sorensen

Additional Attendees: Executive Director Kevin Rose, Deputy Director Scott Freitag, District Attorney Bryan Baron, Lieutenant Mark Horton, and Office Manager Kathy Stokes

1. Welcome – Russ Porter, Chairman. Also welcome the newest Board Member, Mayor Benjamin Nadolski.

2. Public Comment: None

3. Consent Agenda:

- a. Approval of minutes from Weber Area Dispatch 911 and Emergency Services District Administrative Control Board meetings on December 5, 2023

A motion to approve the minutes from Weber Area Dispatch 911 and Emergency Services District Administrative Control Board meetings on December 5, 2023 was made by James Harvey. Robert Dandoy made the second motion. Motion carried by unanimous vote.

4. Action Items:

- a. Personnel Policies

- i. Animals in the Workplace: This is a new policy. We have discussed this policy with HR and Bryan and have done some research to outline a process that will allow an employee to bring their animals to the workplace. This policy also addresses reasonable accommodation for service animals.

A motion to approve Personnel Policy P-086 Animals in the Workplace was made by Gage Froerer. Robert Dandoy made the second motion. Motion carried by unanimous vote.

- ii. Priority Dispatch Agreement: This is an agreement with the vendor we use for our emergency medical dispatch protocol, certification, and recertification of our employees to be certified as Emergency Dispatchers. The agreement

expired in October. This agreement is for an additional 5 years. This agreement has been updated to include the cost of certification and recertification for our dispatchers. Additional services are also included such as major release upgrades, and offsite training. There is an additional cost because of the additional services; however, we were able to reduce our training budget. One caveat is that Bryan has reviewed this agreement, and he would like to have them make some changes. These changes are to outline exactly what services and benefits they will provide, a requirement for them to have insurance and to indemnify the District if the protocol they provide has a disastrous outcome that it will fall on them instead of us. Bryan has requested these provisions but has not heard from them yet. Our request is that the Board approve the contract now, based on Bryan's final approval with the updated language, so that we don't need to wait for our next meeting.

A motion to approve the Priority Dispatch agreement with the language changes to be approved by Bryan Baron was made by James Harvey. The second was made by Benjamin Nadolski. Motion carried by unanimous vote.

5. Chairman's Report –Russ Porter, Chairman: Received an email, in this email the person indicated that Dispatch was great. That's always good to hear.
6. Director's Report – Kevin Rose, Executive Director: One of our employees, Amy Starks, passed away yesterday due to cancer. We were notified about 4 weeks ago that she didn't have long to live. It has been tough, but it has been great to see the organization rally around her and support her. Several employees donated leave and gave money and other items. It was also very impressive to watch her through this. She wanted to be a work even when she was so sick. She loved her job and wanted to be here.

We continue to work with UCA on the P25 radio project. We are tentatively scheduled to cut over to the new system the week of October 25, 2024. We have done a lot of pre-planning, and we are hoping everything goes smoothly for Weber and Morgan Counties.

As you recall we were approved to purchase a new software called Power DMS, which will replace several of our programs and bring it under one application. New hire onboarding, training of new hires, tracking their progress, probational evaluations, annual evaluations, policies, scheduling, and timecards. It takes over all things HR related for us, for which we currently use multiple programs. Having all this in one place will help us to know where everything is and transparency for our employees. We have kicked off this program with one of our supervisors, Lori Poulsen, as the project manager and she has been doing a fantastic job implementing. Our first priority was the training and evaluations. We have new hires starting Monday and we wanted to use this software for them. We have also finalized our evaluations to be objective and impartial for the new pay per performance. Our managers have worked hard to put this together and have done a good job. Since we rotate shifts every 4 months our plan is to do rotational evaluations with the current supervisor to help fix issues before the final annual evaluation on which their pay will be based. Then we will work on getting our policies moved over, after that the schedule and timecards. Hopefully will

have that done by this summer to be all on one platform and move away from the other software.

Personnel update: We were able to hire one lateral employee and re-hired a formal employee. They are both soon to be released on their own. We have also hired four new employees to start on Monday. With these six it will leave us with two vacancies. We had one employee from our last hire group that didn't make it through the probation period.

Legislature update: There are a few bills we are watching, none that will have an impact on 911. One with POST that will make our certification requirements in line with police officers. We support that. There is a school safety bill that does touch 911 as far as being able to report information to the SIAC, Bureau of Investigations, and Intelligence System on school events. We have been working with them to get the interface to our CAD system so they can get the information in real time. This will help us to respond to incidents occurring at schools. Another bill that isn't 911 related, but he has been championing is modification to expungements. Several years ago, an auto expungement clean slate bill passed. This has caused an enormous impact on local police departments and Sherriff's offices with an avalanche of auto expungements that they cannot keep up with. This bill will put a 3-year pause on the auto expungements to help with the back log, also exclude local agencies from having to expunge local records from the auto expungements. It has passed the house, and the senate committee and is going to the senate floor. We anticipate it will pass.

In the past we have talked about the kind of calls that we deal with daily. Each month our QA Supervisors look at all the incidents we have had during the month and choose an Incident of the Month as an example of teamwork, or to show an excellent job by our employees. In January, the note that was made by our supervisor was that we had a lot of interesting calls that month and it was challenging to choose just one. We had a submerged vehicle at Pine View, a large avalanche, a ski resort burn down, a falling accident that involved a Search and Rescue call out, and an airplane crash on Pine View. The incident that was chosen was a wrong way driver on January 6th. The team came together when this call came in and all the police channels were broadcast immediately. A trooper and Morgan County deputies were dispatched. One of our dispatchers, a call taker, received a call that the driver hit head on with a semitruck. Another dispatcher, Sage, took the call from the semi driver. He was very emotional, he stated that the driver was partially ejected and appeared to be deceased. The first arriving responder was a deputy from Morgan County, he advised that the driver was deceased. He also advised that he could hear an infant crying in the back seat. The deputy advised that he could not reach the child because of the damage to the vehicle, so the child needed to be extricated. The deputy was then able to get to the child and the child seemed to be doing well. The child was transported to by ambulance to a hospital. We had 10 dispatchers working that morning. They all came together quickly as a team to accomplish the very challenging task that they had to deal with this incident. All the law dispatchers broadcasted immediately and helped the primary law dispatcher with requests that were needed. There were multiple requests. We had to shut down I-84, which takes a lot of resources. We coordinated all that to make sure everybody else was safe. Our fire dispatchers kept all the responders up to date with information as we were receiving it. Again, our call taker who was on the phone with the semi driver was compassionate and

empathetic with the caller. She stayed on the phone with him until the responders arrived, showing exceptional customer service and was an example to everyone she works with. The supervisors wrote that this was a very fluid incident. Everyone in the room quickly pitched in and showed exactly why Weber Dispatch is the best in the State. The dedication and teamwork this group of people showed during a very intense and emotional incident was amazing to witness. These people showed that anything can be accomplished even with the worst happening around them. Kevin would like to bring our incident of the month to the meeting each month to show some of the things we deal with, how we deal with it as a team, and how we come together and deal with the sometimes unbelievable situations that occur.

7. 2024 Budget Report – Kevin Rose, Executive Director: The software expenses are at 42% because the software maintenance agreements are due at the first of the year. All other accounts are coming in under budget.
8. Next Meeting March 26, 2024. A motion to adjourn the meeting was made by James Harvey. Meeting adjourned.

Respectfully submitted by Kathy Stokes

Director:  _____ Date: 3/20/24