

Weber Area Dispatch 911 and Emergency Services District
Administrative Control Board
Meeting Minutes of March 25, 2025

Board Members in Attendance: Russell Porter, Gage Froerer, James Harvey, Leonard Call, and Benjamin Nadolski.

Excused Board Members: Robert Dandoy and Richard Sorensen

Additional Attendees: Executive Director Kevin Rose, Deputy Director Scott Freitag, District Attorney Bryan Baron, Deputy Chief Jared Taylor, 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 meetings on February 25, 2025

The motion to approve the minutes from Weber Area Dispatch 911 and Emergency Services District Administrative Control Board meetings on February 25, 2025, was made by James Harvey. Benjamin Nadolski made the second motion. Motion carried by unanimous vote.

4. Action Items:

- a. Multi-Jurisdiction IT Mutual Aid Agreement: This is a mutual aid agreement between several agencies in Weber County. In the event of a data breach, they can request assistance from other agencies to assist them in recovery and response. One of our biggest concerns is a cyber attack. A week ago, another 911 center in Utah was the victim of a cyber attack. Fortunately, they discovered it early due to some software the State purchased for all agencies. They were able to contain it rather quickly and it did not cause as much damage as it could have. It still took their systems down and it took a while to recover. This agreement would help provide resources if this occurred you could request additional expertise from surrounding jurisdictions. The industry we are in is a high target because of the data we have and the services we provide. Crippling the 911 system would cripple the public safety system. Also, the servers we have contain a lot of sensitive information such as personal identifying information, street numbers, date of birth, criminal records, police reports and more. We try our best to keep on top of this. A couple of years ago we did an audit where they looked at what components we had, our insurance provider also does routine checkups. Also, the State received a federal grant last year for cyber security. A lot of that went to local entities to help shore up their cyber

security. Part of that was the purchase of Sentinel One, which has been pretty successful.

The motion to approve the Multi-Jurisdiction IT Mutual Aid Agreement was made by Gage Froerer. James Harvey made the second motion. Motion carried by unanimous vote.

5. Chairman's Report –Russ Porter, Chairman: Nothing to report at this time.
6. Director's Report – Kevin Rose, Executive Director: The incident of the month for February was the snow day on February 13th. While it encompassed multiple incidents, it showcased our team's ability to work together, adapt, and maximize available resources. This was a true demonstration of the dedication and excellence of our employees. Beginning around 12:30 in the afternoon, a fast-moving winter storm hit Weber County, creating hazardous road conditions. While snowfall amounts were not significant, the storm had a major impact on traffic. Between noon and 5:00 p.m. our dispatchers answered 631 incoming calls, accounting for more than half of the total call volume for the entire day. To put this into perspective, the average number of calls per hour over the previous two weeks was 50 to 60. At the peak of the storm, 162 calls came in during the 1:00 hour alone, tripling the average. During this period, 107 traffic accidents were reported, including a fatal crash involving a Geo Metro that collided with the back of a stopped semi on I-15. Adding to the challenge, shift was at minimum staffing due to three sick call-ins, all for the 6:00 a.m. to 4:00 p.m. shift. This left coverage at the bare minimum. The commitment and work each and every dispatcher put into helping every citizen, our agencies, and coworkers during this hectic time was absolutely amazing. He is incredibly proud of each and every one of them.

He has an update on the radio system. There have been some news articles about some of the challenges that we have been experiencing. He believes Weber and Morgan counties were a little better prepared for the cutover than most agencies. Several agencies throughout the State did not do the things that they needed to do in preparation for the cutover. One of the biggest things that needed to happen that most agencies did not do, that we did here probably 2 years prior to cutover, was to ensure that all the existing radios that were going to be used on the new system were up to date on the current software versions. We did that by having all the radios come in multiple times to get updated to the latest version. A lot of the agencies didn't do that. The latest updated software version that Motorola has is 35. They had radios that were running on version 8. That caused a lot of problems for a lot of agencies. There are some challenges that we have experienced. And we expected to have some issues with a project of this size. About ten years ago they made an upgrade to the server, the core of the radio system, which caused some audio issues. The transmit level was too low. To fix that it took about a year of tuning and re-tuning until it was fixed. It was a process. It takes time to get it right. Ogden City sent out a survey to their Police and Fire users about the radio system, and what their experiences have been. They compiled the responses and shared it with him and the Ogden Administration. One of the issues reported was the volume level, the dispatchers were too loud. So, there was a lot of turning the radios up and down. Which is obviously problematic. We worked with UCA and L3 Harris on that issue and have tweaked it for several days, so the responses we are getting now are that it is great. They are no longer experiencing this problem. We feel that we have gotten this

mostly resolved. There are still some outstanding issues, but he believes that the responders don't know how to report these problems. So, then it just festers. They may tell a supervisor or Sargent, but it doesn't make it up the correct people who can address it and try to find a resolution. He had a meeting last week with Ogden Chiefs and that is one of the things we discussed that we need to get feedback from the end users. We are working to build a quick and easy way for the responders to report the issues so we can review them and make sure they get to the correct person and track them. This will give us a bigger picture of whether it is an overall issue or just a one user type of issue. UCA has been very responsive to the issues that have been brought to them. They have been great to work with. They want to get this system working correctly. Every issue we have brought to them has been quick to get back to us. The main issue is getting the issue to us, then getting them to UCA. It will take time, but we will get there.

For personnel, since our last meeting we have had one person resign. He was one of our new hires that was offered a supervisor job at the airport where he worked prior to coming here. We just posted an opening that closed last week. We had 151 applicants of those 129 were qualified, of those 129, 39 have tested as of this morning. The testing period closes at the end of the day today. Of the 39, 20 have passed. This is pretty much on par with what we have had historically. We have 4 openings and are hoping we find 4 people.

7. 2025 Budget Report – Kevin Rose, Executive Director: We about 23% through the year. There is nothing that is problematic. We are under budget and have had no unexpected expenses. We have started the Fire Station Alerting System update and are hoping to get that completed by summer.
8. Next Meeting April 22, 2025. The motion to adjourn was made by Leonard Call. The second was made by James Harvey. Meeting adjourned.

Respectfully submitted by Kathy Stokes

Director: _____



Date: _____

4/23/25