

Weber Area Dispatch 911 and Emergency Services District Administrative Control Board May 28, 2019

Board Members in Attendance: Chairman Mike Caldwell, Gage Froerer, Scott Jenkins, Leonard Call

Additional Attendees: Executive Director Tina Mathieu, Weber County Attorney Bryan Baron, Weber County Lobbyist Steve Hunter, and Office Manager Kathy Stokes

1. Welcome – Mike Caldwell, Chairman
2. Public Comment: None
3. Consent Agenda:
 - a. Approval of minutes from Weber Area Dispatch 911 and Emergency Services District – April 23, 2019. A motion to approve the minutes from the meeting of April 23, 2019 was made by Scott Jenkins, a second by Leonard Call. Motion carried by unanimous vote.
4. Special Acknowledgement - Tina Mathieu, Executive Director: Presented Weber County Lobbyist, Steve Hunter, with an award to show her appreciation for all he did to help with House Bill 154 during the last legislative session. He was a tremendous help to get this bill passed working above what was required.
5. Action Items:
 - a. Operations Policies:
 - i. O-P-006 – CISM (Critical Incident Stress Management) Call Outs
 - ii. O-I-013 – Long Distance or Toll Phone Calls – RESCIND
 - iii. O-I-014 – Personal Phone Calls – RESCIND
 - iv. O-Q-002 – News Media – RESCIND

Tina Mathieu: There were only small changes to Policy O-P-006 – CISM (Critical Incident Stress Management) Call Outs. Phone numbers were taken out that are no longer applicable. The other three policies have been merged into personnel policies.

A motion to approve the changes to Policy O-P-006 – CISM (Critical Incident Stress Management) Call Outs; and rescind policies O-I-013 – Long Distance or Toll Phone Calls, O-I-014 – Personal Phone Calls, O-Q-002 – News Media was made by Gage Froerer, a second by Leonard Call. Motion carried by unanimous vote.

- b. Personnel Policies:
 - i. P-045 – Use of District Supplies, Equipment, and Resources

- ii. P-055 – News Media Relations
- iii. J-15 – Emergency Dispatcher Trainee
- iv. J-14 – Emergency Dispatcher I
- v. J-13 – Emergency Dispatcher II
- vi. J-12 – Emergency Dispatcher III
- vii. J-16 – Emergency Dispatcher Part-Time
- viii. J-11 – Shift Supervisor
- ix. J-005 – Operations Specialist
- x. J-006 – Training Specialist
- xi. J-003 – Operations Manager

c. Personnel Request

Tina Mathieu: In the 2019 Legislative Session, HB163 – Offenses Against the Administration of Government Amendments was passed. This essentially makes personal use of public property a felony. The recommended changes are to ensure that we have a policy (P-045) that will protect our equipment and supplies from misuse and abuse, while still reasonable that if there is occasional personal use, as defined in policy, our employees will not be violating the law. In rewriting P-045, we incorporated the information and policy from Operations Policies O-I-013 and O-I-014. These specific changes can be found in P-045, Policy, Section C. A reference to P-045 will be listed on the operations policies to have employees refer to the personnel policy.

Rescind Operations Policy O-Q-002 – News Media and approve updated Personnel Policy P-055 – News Media Relations. We currently have two policies in place that addresses calls/requests for information and dissemination to the media. It is more effective and appropriate to have one policy that covers the information.

The changes to Personnel Policies J-15, Emergency Dispatcher Trainee; J-14, Emergency Dispatcher I; J-13, Emergency Dispatcher II; J-12, Emergency Dispatcher III; J-16, Emergency Dispatcher Part-Time; and J-11, Shift Supervisor are some core changes that were made to every job description referenced above.

For item 5. c. the District currently has six Shift Supervisor positions and one Administrative Specialist position. Recently the Administrative Specialist position has been vacated. The Administrative Specialist position *Essential Functions* include, but are not limited to quality assurance (QA), emergency management and outside agency/public events. These specific tasks have been included in job descriptions of other positions as believed to better meet the needs of the District. The request is to hire a seventh Shift Supervisor in lieu of filling the vacancy of the Administrative Specialist position as it is believed that the duties of emergency management would be better fulfilled by the Operations Manager and the duties of quality assurance would be better performed by the Shift Supervisors. If a seventh Shift Supervisor is hired, one Shift Supervisor would be solely responsible for the quality assurance for all employees in every discipline (law, medical, fire and radio). The QA Shift Supervisor would still fall under the same job

description, as QA is currently in the Shift Supervisor job description. It is believed that if there is one person performing all QA, it would provide more consistent scoring and feedback for the employees.

A motion to approve the Personnel Policies listed above under 5. b. (with the additional language suggested by Bryan Baron for P-045 – Use of District Supplies, Equipment, and Resources: “Violations to this policy would not be considered a crime by the statute, but would be considered for disciplinary purposes.”), and item 5. c. was made by Gage Froerer, a second by Leonard Call. Motion carried by unanimous vote.

6. Chairman’s Report –Mike Caldwell, Chairman: Nothing to report at this time.
7. Director’s Report – Tina Mathieu, Executive Director: We are currently accepting applications for the Emergency Dispatcher Trainee. We have received 81 so far, it will close in 4 days. Our expected hire date is August 2nd, we are hoping to hire six new employees. Five of the six of our last group are on schedule and doing well so far.

There is federal legislation that has been introduced to change the classification of a dispatcher to a protected service occupation. Hopefully something will come of this. I would be really great if it would happen.

Our average phone calls year to date per day is 1047, our average incidents per day is 752, and average 911 calls per day is 235. The percentage of 911 calls answered within 15 seconds is 97.76%. Average call duration is 2.2 minutes. Dispatch phone call totals are: Admin inbound calls 77,860, Admin outbound calls 72,329, 911 calls 34,757 for a total of 154,946 admin and 911 calls.

2019 Budget Report - Tina Mathieu, Executive Director: We are 40.55% into the year. In the revenue the 911 Surcharge is received 2 months late so the amount collected is 24.86% which would be on target for March. On the expenditures shows we are at 42.67% because most of our subscriptions are due in January, we do not expect to go over budget on this item. Also, the Business expenses show 49.76% because we had our annual banquet at the beginning of the year instead of at the end of the year. Building Maintenance shows 70.62% because of the bond payment. Line charges are at 46.04% because many are quarterly payments, so they are paid through June. And software is at 49.78% because of renewals. We do not expect to go over budget on any of these items.

8. Motion to close public meeting to discuss pending/imminent litigation. A motion to close public meeting to discuss pending/imminent litigation was made by Gage Froerer, a second by Scott Jenkins. Motion carried by Roll Call vote:

Caldwell, Mike voted: Aye
Call, Leonard voted: Aye
Jenkins, Scott voted: Aye
Froerer, Gage voted: Aye
Dandoy, Robert was not present to vote

Porter, Russell was not present to vote
Truett, Jim was not present to vote

Steve Hunter was excused at this time.

9. Motion to open public meeting and action on closed meeting. A motion to open public meeting to discuss pending/imminent litigation was made by Scott Jenkins, a second by Gage Froerer. Motion carried by Roll Call vote:

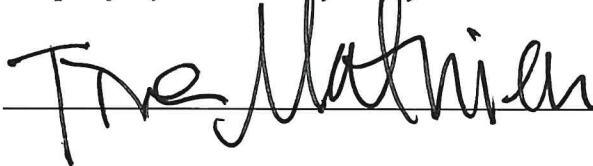
Caldwell, Mike voted: Aye
Call, Leonard voted: Aye
Jenkins, Scott voted: Aye
Froerer, Gage voted: Aye
Dandoy, Robert was not present to vote
Porter, Russell was not present to vote
Truett, Jim was not present to vote

A motion to authorize Tina to hire an outside attorney to help our employee and represent him in these negotiations and authorize her to spend up to \$2,000. A second was made by Leonard Call. Motion carried by unanimous vote.

10. Next Meeting, June 25, 2019. Meeting adjourned.

Respectfully submitted by Karyl Stokes

Director:



Date:

