

Weber Area Dispatch 911 and Emergency Services District Administrative Control Board Meeting Minutes for February 25, 2020

Board Members in Attendance: Chairman Mike Caldwell, Gage Froerer, Scott Jenkins, James Truett, Robert Dandoy, Leonard Call, and Russell Porter

Additional Attendees: Executive Director Tina Mathieu, District Attorney Bryan Baron, Office Manager Kathy Stokes, and Banjo Representatives Brian Smith, Natalie Sikes, Gigi Smith, and Kayla Farmer.

1. Welcome – Mike Caldwell, Chairman
2. Public Comment – None
3. Banjo Presentation – Brian Smith: In charge Government Relations for Banjo. Damian Patton is the founder and DEO of Banjo. After he won the Google Hack-a-thon in 2010, he used the \$1Million prize to start Banjo. His background includes military, public safety, and even NASCAR. Their mission is “To save lives and reduce human suffering by delivering critical and life-saving information in seconds...rather than minutes, hours, or days.” By using ethical A.I., and validated information. Most importantly from the inception Banjo has focused on protecting privacy and civil liberties. They take data anonymously, and do not sell anybody’s personal information. Which is how they are able to gather so much information. They work in three parts: the first part is to bring in the world of live data, the second part is correlate all the data together, and the third part is to push out live validated information to the decision makers as quick as possible. An example is the Las Vegas shooter. At the time Banjo was just working with the media. This incident is what helped the decision to move more to public safety. The time line for this event was an alert came in through a Face Book Live post. Anybody could see Mandalay Bay in the background. The system zooms in on an unusual situation and starts working to find information and locates a traffic camera about a mile down the strip. Moments later multiple tweets and Face Book posts started showing up. Banjo delivered the information to their media partner at 10:14 p.m. that there was a shooting going on. It took CNN 58 minutes to break the news. People were already arriving at the hospitals at that point. Banjo called the police to advise them that Banjo new where the shooter was (which was just another anonymous tip at that point). This is why Banjo started working with Public Safety.

Natalie Sikes - Banjo Senior Account Executive: This is an example of what Banjo analysts are seeing. They see several cameras around Ogden, also police vehicle locations, and information from 911 calls. They see layers of status signals which can be customized to what the analyst is looking for. As an example of how the information can be used. About an hour ago Natalie placed a mock 911 call of a child abduction. When a child is missing the first place to check is the sex offender list. Banjo can customize the search to locate them around where the child was missing, (for this example it was Union

Station) it also give identifying information such as weight, eye color, hair color, etc. It was also reported that suspect was driving a red vehicle. Banjo analysts can then pin point cameras in the area to locate a red vehicle in the area. In this case there are four cameras around Union Station. With the time stamp they can look at the footage a few seconds before the abduction and have information to pass on to law enforcement. Information can be shared by a pdf document by e-mail with agencies that may not have access to Banjo. Banjo is working behind the scenes with UHP to have recorded video information up to 24 hours, which they haven't done before. Banjo also has access to several businesses with outside cameras, and Public Safety cameras. Banjo can get the information to law enforcement agencies within minutes instead of hours.

After their presentation, the Banjo employees were excused from the meeting.

4. Consent Agenda:

- a. Approval of minutes from Weber Area Dispatch 911 and Emergency Services District – December 10, 2019

A motion to approve the minutes from Weber Area Dispatch 911 and Emergency Services District meeting on December 10, 2019 was made by Russell Porter, a second by Jim Truett. Motion carried by unanimous vote.

5. Action Items:

- a. Operations Policies

- i. O-J-003 - Prioritization of Police Calls: This is a minor change requested by our police agencies to change priority 5 on letter 2. e. to D for Desk. A lot of the agencies have desk officers that can handle the calls by phone instead of have an officer go out.

A motion to approve Operations Policy O-J-003 - Prioritization of Police Calls was made by Russell Porter, a second by Jim Truett. Motion carried by unanimous vote.

- b. Personnel Policies

- i. P-036 – Performance Evaluations: This is a change on number 3. Probationary employees will be in a probationary status for 12 months. The reason for this is a new employee goes through 6 weeks of classroom training, then 6 weeks on the floor as call takers and Fire dispatch. They are evaluated for 3 months, they have to successfully pass 3 monthly evaluations then are put in the lineup for police radio training for 6 weeks then evaluated for 3 months. The problem is that if they don't pass police radio training we need to go through an extensive process to let them go. All of our dispatchers are 100% cross trained. Because we are a Special District we allowed to do the 12 month probation as long as the Board approves it.

A motion to approve Personnel Policy P-036 – Performance Evaluations was

made by Scott Jenkins, a second by Russell Porter, Motion carried by unanimous vote.

- c. 2020 Westnet Contract: This is for our Fire Station Learning system. We pay all of it, then rebill our Fire Stations for certain portions of it. This contract we have had in place since 2011 and to date they have never increased the cost. It is what we budgeted for anyway, Bryan reviewed it and determined it is the exact contract as last year, just the dates have changed.

A motion to approve the 2020 Westnet Contract was made by Scott Jenkins, a second by Jim Truett. Motion carried by unanimous vote.

- d. Genesis Project Rental Agreement: This is the agreement to rent Hub801 for our Awards Banquet on April 16, 2020.

A motion to approve the Genesis Project Rental Agreement was made by Russell Porter, a second by Jim Truett. Motion carried by unanimous vote.

6. Chairman's Report –Mike Caldwell, Chairman: There is 2 ½ weeks left of the Legislative process, until that ends we are all going to be juggling many things He knows there are bills that everyone is watching. Your efforts are appreciated.
7. Director's Report – Tina Mathieu, Executive Director: We just hired 7 new people who will be starting Monday. This time we had over 220 Applications, 42 Withdrew, 94 Scheduled for test, 42 didn't show for test, 34 failed, 39 Passed, 32 Interviewed, and 7 were hired. We have one past employee who will be coming back in June, and a part time person going back to full time that will leave us with one opening. We may let 2 people go Thursday.

For Legislation we are watching HB0043 – Peace Officer Standards and Training Amendments by Representative Lee Perry. This bill adds a step of a “Letter of Caution” to the disciplinary process for POST certified employees instead of taking away their certification and firing them because all of our dispatchers are POST certified. Please support. Also, HB0120 – Towing Fee Amendments by Representative Cory Maloy. This bill allows a special service district to charge a dispatch fee on tow trucks for tow dispatch services. This passed out of Committee on Friday. Please support. SB0130 – 911 Communications Amendments by Senator Wayne Harper. This bill will require PSAPs to meet minimum requirements in order to qualify for additional funds every July. The minimum requirements include: Adopt a statewide call transfer policy. Participate in a statewide interoperability exercise through UCA, Answer 90% of 911 calls within 15 seconds and 95% of 911 calls within 20 seconds, Transfer no more than 2% of 911 calls. Please support.

You have all seen the press release that was sent out regarding the certification we received for our training program. This is something that has been very important to Tina. She has always had confidence in our training program, but to be able to have it validated by a third party was important. This took a lot of time and attention for those

that worked on it. She is very happy to be able to say that we were the first PSAP in Utah to get certified. But most importantly, it is a big deal to our center and those that we serve.

We have submitted our annual report card to UCA. You may recall last year that there were two areas in which we were non-compliant. This year, of the nine minimum standards we are 100% compliant. Additionally, we are 100% complaint with the 5 best practices as well.

You should all have a "Save the Date" appointment on your calendar for April 16th at 6 p.m. for our Annual Awards Banquet. We will have it at HUB801. We are also doing our 20 year celebration at this time.

Monthly Statistics – We are answering 98.10% of our calls within 15 seconds. If the bill passes, July 1st we will need to answer 90 % within 15 seconds and 95% within 20 seconds. We are good to go on this. Next time she will include transfer rates.

8. 2020 Budget Report - Tina Mathieu, Executive Director: We are 15% through the year. We have collected 4.6% of our Revenue. As you know we receive most of our revenue in November and December so we are right on target. For Expenditures we are over in Subscriptions because of the Association Memberships due at the first of the year, in our Line charges because of the quarterly maintenance paid through March, and Software because of the new Time Clock software. We are 15% through the year and have spent 8.29% of our budget. We do not anticipate going over. We will still need to borrow no more than \$1 Million from the County which will cost about \$10,000 in interest. This is half of what we borrowed last year, so we are moving in the right direction.

Tina introduces Chief Dave Wade, our new Chairman for the Operations Advisory Committee for 2020.

9. Next Meeting March 24, 2020

Respectfully submitted by Kathy Stokes

Director: Tina Mathieu Date: 04/20/2020