

Weber Area Dispatch 911 and Emergency Services District Administrative Control Board Meeting Minutes for May 26, 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, Operations Committee Chair Dave Wade, 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 28, 2020

A motion to approve the meeting minutes from the April 28, 2020 meeting was made by Scott Jenkins, a second James Truett. Motion carried by unanimous vote.

4. Action Items:
 - a. Operations Policies
 - i. O-C-005 Time Clock and Payroll- This is updated to so the new procedures for a new time clock and software after 20 years. It will make it easier to track the time employees are working the floor, and training.

A motion to approve Operations Policy O-C-005 Time Clock and Payroll was made by Gage Froerer, a second by Russel Porter. Motion carried by unanimous vote.

- b. Personnel Policies
 - i. J-10 – IT Technical Support Specialist – We are losing one of our IT Tech Support employees. We have updated the job description to show the exactly what we do and the systems that we use.

A motion to approve Personnel Policy J-10 – IT Technical Support Specialist was made by Leonard Call, a second by Gage Froerer. Motion carried by unanimous vote.

- ii. P-082 – Donation of Sick/Annual Leave - This is a repeat from last meeting. This is now its own policy. It is essentially the same, except the donated hours will be kept in a bank. Also, the person who donates the

hours cannot choose who the hours go to. The receiving employee will need to be an FMLA qualifying event.

A motion to approve Personnel Policy P-082 – Donation of Sick/Annual Leave was made by Russell Porter a second by Leonard Call. Motion carried by unanimous vote.

- c. Intrado Maintenance Renewal 54295 – This contract is for \$15,072.98 for 26 consoles. We originally had 22 consoles, but when UPD merged with Valley Emergency we received 4 more. In order to ensure that all positions on the floor have a phone position we have been working with Intrado to get the 4 additional installed by next week so we qualify for 26 phone positions when our new phone system is installed within the next month or so. We worked with Intrado. We are getting these phone installs for free for a variety of reasons, mostly because they dropped the ball. We will see some of this refunded and then will seek reimbursement from UCA on the amount we are out of pocket. We should see 100% reimbursement.

A motion to approve the Intrado Maintenance Renewal 54295 was made by Robert Dandoy, a second by Russell Porter. Motion carried by unanimous vote.

- d. Emergency Call Access Agreement Weber/Morgan County – We were approached by a company that asked us if Weber Dispatch would be a part of a 911 reality show that will be on ABC. This was discussed in the Governing Board meeting and they were interested in us doing it. The show will not use and personal information and will do voice overs for the callers. Tina and Bryan have reviewed the agreement and basically they will pay us \$400 per day to film. They want to be onsite for 2 weeks. The District has final say of anything that will go into the final version and who they spotlight. We put it out to our employees and have had some who are very interested in doing it. They have done interviews by Skype. With the COVID concerns they will have very limited people here. It will probably be a total of 6 days in the two weeks they are here. It will air in the fall. They will do aerial photos and outside photos. If there is a problem or if they are too distracting we can ask them to leave at any time. It will show who we are and who we serve.

A motion to approve the Emergency Call Access Agreement Weber/Morgan County was made by Jim Truett, a second by Russell Porter. Motion carried by unanimous vote.

5. Chairman's Report –Mike Caldwell, Chairman: We talked about Dispatch Week last month, but in times of chaos like we have had recently he wanted to pass along how much we have appreciated the calmness and consistency of Dispatch. Tina has been on

the COVID 19 called every morning with Ogden City. She is keeping us updated, and we appreciate the leadership and commitment of Tina and her professional staff.

6. Director's Report – Tina Mathieu, Executive Director: We have six new hires that will be released this week. Sadly, we are down six people as of today. And by the end of the month, we will be down seven. We are losing one of our IT people – he is moving out of state with his wife that got a job in Oregon. Today we lost our Training Specialist to DPS, we have already promoted a supervisor to fill that role and that will leave us down a Supervisor. We had one of our employees that previously left call and wants to come back. We will work to get that person reinstated ASAP and we will only be down five dispatchers. We will be posting for the Dispatcher position mid-June and hopefully for the IT position early June. We were going to try not to hire until mid-Fall, but we really need to get moving in case we have others leave. This year alone we have lost 10 employees (to include the one we lost today and the one that we will lose at the end of the month), 50% of those that we have lost we lost during training. We lost four long-term employees – one dispatcher went to another, much smaller, less busy center; one went to the private sector, the training specialist is going to a much smaller, less busy, non-911 center; and the IT person is moving out of state. The other dispatcher that quit wanted to move to Utah County to be closer to her boyfriend. But, things could be worse...I was speaking with some other Center directors and they are far shorter than we are. Box Elder is down 50% of their full-time staff.

For COVID of the \$174,942 we received, we have spent \$8,055 which leaves us a \$166,887. We are still watching to see what personnel costs we can use that money for. To date none of our employees have tested positive for COVID 19. We are still using the same precautions as if we were in red. We are still using masks and wiping everything down every 8 hours.

Our call volume, although it has been relatively steady compared to the same last year, the call types have been very different. April of 2020 was about 100 calls busier than April of 2019. And May of 2020, to date has been about 100 calls less busy than the same time frame in May of 2019. We answer 98% of our calls within 15 seconds which is well within the National Standards. We receive an average of 1009 calls per day and 237 are 911 calls. We are still down about 36% of our regular tow dispatched calls. I expect that this will pick up with the weather and the altering of the Health Department's orders. At this point, everything is really just up in the air. Either way, we are prepared.

7. 2020 Budget Report - Tina Mathieu, Executive Director: We are currently at 40% through the year. The 911 Surcharge is at 25.18% that is through March which is slightly higher we should be in March. What we received through March of 2020 is \$82,000 more than what we received through March of 2017, which is when we started to make some changes. We have collect 16.18% of our total Revenue. On our Expenditure side we have spent 34.87% total. We are high in the rent category because of the Bond payment and in our line charges because we pay them quarterly. We are waiting for a refund from the telephone charges which will bring that category down. We are on target and will not exceed any of our account and for sure not exceed our overall budget.

8. Next Meeting June 23, 2020. Meeting adjourned.

Respectfully submitted by Kathy Stokes

Director: Tom Mathews Date: 06/23/2020