

# Weber Area Dispatch 911 and Emergency Services District Administrative Control Board Meeting Minutes of September 28, 2021

**Board Members in Attendance:** Mike Caldwell, Russell Porter, Scott Jenkins, Gage Froerer, Leonard Call, Robert Dandoy

**Additional Attendees:** Executive Director Tina Mathieu, District Attorney Bryan Baron, Operations Advisory Committee Vice Chair Shelby Willis, 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 Administrative Control Board meeting on August 24, 2021

A motion to approve the minutes from Weber Area Dispatch 911 and Emergency Services District Administrative Control Board meeting on August 24, 2021 was made by Scott Jenkins, a second by Russell Porter. Motion carried by unanimous vote.

4. Action Items:
  - a. Operations Policies:
    - i. O-H-002 Manual Tracking System – Tina Mathieu: This is a policy updated for when we have CAD system failures and how the dispatchers handle these failures, which is a huge process. This policy has not been updated since we had our previous CAD system and we have other tools that we can use to make it very clear how a failure is handled. We wanted to make sure it is super organized.
    - b. Service Agreement with Providence Corporation – Tina Mathieu: Last year we came to the Board with a request to go with Providence, a company that would basically continually access our employee's mental health. At that time the Board approved the \$13,000 amount in the budget. Since then we have been working with Providence and Bryan on a contract for these services. Bryan has been working with their attorney and now is comfortable with the contract to bring it back to the Board. One thing that is very different from last year is that we have had a private donor come forward and offer to pay our one year contract of \$13,000. This is an anonymous donor, and we don't know who it is. Which means that this contract, if it is approved, will be for zero dollars. Then the

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private donor would like to tour our facility sometime in the near future. This is a much needed service because of the stress of our employees. Clarification was made that the check from the donor would be deposited into the District's account and the District would then pay Providence for the contract. Everything will be documented.

- c. RingCentral PS Agreement – Tina Mathieu: This is new office phone system for the administration employees. This is the same company the County went with. It will save money on at least 1 bill from CenturyLink. As the contract states there are services included in this system such as video conferencing that would help the District save money on since we would no longer need to pay for our ZOOM account separately. We have had our current phone system for about 9 years. We received information from the County, but have been working with this company independently from the County because we are a separate entity.
- d. Comcast Business Service Order Agreement – Tina Mathieu: This is an attempt to diversify some of our vendors. CenturyLink is currently the vendor for all our Primary Rate Interfaces (PRI). We have 2 PRIs on the floor. This contract will replace one PRI from CenturyLink to Comcast. We will be paying slightly less with Comcast.
- e. Surplus – Tina Mathieu: We haven't surplused anything for a long time, so we have a huge list. These are items that have already been taken off the floor or retired from the floor. We will use our account through the Government website to sell as much as we can.
- f. Salary Adjustment – Tina Mathieu: Asks the Board to approve a \$2.00 raise for all our employees effective October 1, 2021. Some of the reason for this is that we are not competitive even in our own area. Most of the jobs we have looked at for comparisons are positions that are not working holidays, or 24/7, and do not have the pressure of saving lives every day. Our starting wage for Dispatchers is \$18.18. Some examples of starting wages at call centers are: Northop Gruman Credit Union is \$18.47 plus performance bonuses, Silver Rock call center is \$18.50, Viking Cruise Line is \$39.42, Young Automotive is \$27.00, also 20 retail jobs in our county are started at more (Robinson Waste dispatcher, UPS delivery drivers, Tellers, Warehouse workers, Sales Specialists, and carpet cleaners). Since 2010 we have hired 148 employees, of those we still have 45 working for us. More than 50% of our employees have less than 5 years of experience. Only 3% of employees in our industry retire from this position.

The discussion on this issue ensued about the way wages are increasing, and how other agencies are recruiting from our agencies. Also, the need for agencies to work with each other instead of working against each other, and keeping each other informed of changes like these that are happening.

A motion to approve all of the action items above was made by Robert Dandoy, a second by Russell Porter. Motion carried by unanimous vote.

5. Chairman's Report –Mike Caldwell, Chairman: He made the commitment to help collectively look at these issues and have hard conversations.
6. Director's Report – Tina Mathieu, Executive Director: She will be bringing the 2022 budget to the Board to preview next month, so when we get to the tentative budget you can have some ideas of what you like and what you don't like. Some good news is that we will be able to save about \$3,600 because of legislation that was passed regarding the EMD licenses for our dispatchers. We will also be saving about \$230,000 in telephone costs because of the new State 911 phone system. It bill also covers the \$60,000 to \$100,000 a year we would need to pay in maintenance, and the \$1 Million plus we would need to pay for future new phone systems. This is a 10 year contract the State has committed to on UCA's part. We are asking to change the sunset date to the end of their contract date. With that bill that will run in 2022 we will see some reductions in telephone fees, and we have also requested \$0.02 more on our current 911 telephone fees, which will be about \$60,000 more per year.

Tina introduced the Vice Chair of the Operations Advisory Committee, Deputy Chief Shelby Willis, she will be joining us for the rest of the year because the Chair has had surgery and will be out for the rest of the year. She will move into the Chair position next year and will be attending this meeting then also.

A discussion regarding the benefits of holding a Truth in Taxation hearing each year to keep tax increases small began. Moving into the need for legislation for a possible COLA increase on taxes. Then the need for balancing economic growth and available housing.

7. 2021 Budget Report – Tina Mathieu, Executive Director: We have increased from last year in our Tow Fees, but we are still low in that account at this point. We did receive extra money, the 911 State Grant of \$200,000 and we currently have \$313,000 in that account. Of that \$65,000 of that is COVID money that was rolled over from last year, and we received \$254,000 from UCA for our call answer times. So we will balance out and actually come in higher than we expected. In our 5 year projected budget in 2022 our revenue was projected at \$8.6 Million, and with the draft budget so far we are looking at \$8.9 Million revenue. Plus we have all the cost savings she mentioned earlier. We talked about not needing to do a tax increase for at least 5 years, and she thinks we are still on target for that. She is still working to see if we are able to get any ARPA money.
8. Election of Administrative Control Board Officers: Every two years in the odd number year (2021) a Chair and Vice Chair need to be elected.

Mike Caldwell makes a motion to nominate Russell Porter for the Chair. Scott Jenkins seconds the motion. Russell Porter is elected to the Chair position for 2022-2023 by unanimous vote.

Gage Froerer makes a motion to nominate Robert Dandoy for the Vice Chair. Scott Jenkins seconds the motion. Robert Dandoy is elected to the Vice Chair position for 2022-2023 by unanimous vote.

9. Next Meeting October 26, 2021. Meeting adjourned.

*Respectfully submitted by Kathy Stokes*

Director: Tina Mathien Date: 10/26/21