

Weber Area Dispatch 911 and Emergency Services District Administrative Control Board Meeting Minutes of August 23, 2022

Board Members in Attendance: Robert Dandoy, Leonard Call, Scott Jenkins, Gage Froerer

Additional Attendees: Executive Director Kevin Rose, Deputy Director Scott Freitag, Attorney Bryan Baron, and Office Manager Kathy Stokes

1. Welcome: Robert Dandoy, Vice Chair, welcomes all and excuses the Chair, Mayor Porter.
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 June 28, 2022

A motion to approve the minutes from Weber Area Dispatch 911 and Emergency Services District Administrative Control Board meeting on June 28, 2022 was made by Scott Jenkins, a second by Gage Froerer. Motion carried by unanimous vote.

4. Action Items:

- a. Operations Policies:

- i. O-O-011 Criminal Justice Information System Security: We are being audited by B.C.I., it is a technical audit. They audit the District every three years. The F.B.I. has new requirements that started with this new cycle and we have had to update this policy to include provisions on how we would respond to a data breach and security threat. We have added that language to be in compliance with the F.B.I. and B.C.I. The State provided a model policy that we used to incorporate into our policy for the new items that are required. The audit will be finished at the end of this month,

A motion to approve the changes to Operations Policy O-O-011 Criminal Justice Information System Security was made by Leonard Call, a second by Scott Jenkins. Motion carried by unanimous vote.

- b. Organizational Changes: Kevin Rose and Scott Freitag have been working together the last couple of months on this issue. With the new position of the Deputy Director, they looked at all the responsibilities that they have along with the Operations Managers. When Kevin was first hired there was one Operations Manager and an Administrative Services Manager. The Operations Manager was in charge of every thing on the operations side and the Administrative Services Manager was in charge of all the Grama requests, records retention and those

types of things. When the Administrative Services Manager retired, the decision was made to go back to having two Operations Managers and no Administrative Services Manager. At that time, we also had three Specialist positions (Training Specialist, Administrative Specialist, and Emergency Services Specialist). During the last couple of years, we have tried to get away from the Specialist positions because we learned that people would get into those positions and learn the tasks and responsibilities, but if something happened to that person there was no one else who understood how the required tasks were done. It also didn't help prepare our other Supervisors professionally to promote because they weren't getting exposure to these different tasks that only the Specialist did. We are trying to get away from the Specialists and turning them into Supervisor positions giving the Supervisors the ability to rotate into those positions to get others trained on the different tasks and assignments to expand their knowledge of the operations of the Center. We currently have one Specialist, a Training Specialist, who we would like to change to a Supervisor to give the other Supervisors the ability to have the exposure of developing training curriculum and such. It is also nice to get fresh ideas and to help the employees feel like they are not stuck in their current position.

Instead of having an Operations Manager and an Administrative Services Manager, they will be a Manager. In the job description they will be responsible for all the responsibilities. Then we will make an assignment and one Manager will be over operations and the other over employee development. This will allow us to give better focus on our employees since training is such a crucial part of any organization. And the Manager that is over operations will be over the scheduling and day to day operations, along with special projects to help move those projects forward. It's not a huge change to our current organizational structure, it's just being able to make things a little more fluid, getting more exposure to more of our employees and have more focus on our employees with training.

The Manager positions are currently vacant and we are planning to promote within the District. Also, there will be no impact to the budget. The I.T. Manager Job Description shows they will be under the supervision of the Executive Director, we will bring that back to the board next month to show them under the Deputy Director instead.

A motion to approve the Organizational Changes with the change to the I.T. Manager's Job Description to be under the Deputy Director was made by Gage Froerer, a second by Leonard Call. Motion carried by unanimous vote.

c. Personnel Policies:

- i. J-11 911 Supervisor: We looked at the Specialists duties and Shift Supervisor duties and combined them. We dropped "shift" from the title and made them a 911 Supervisor. This will allow us movement within the organization for all our supervisors.

- ii. J-03 911 Manager: Basically, we have changed the job title to Manager, not Operations Manager or Administrative Services Manager. These have been combined to this one job description. This will give us the flexibility to swap responsibilities of the managers in the future. Also, we added 911 in the job title so URS prefers to have 911 in the job title, and URS has approved both job descriptions.

A motion to approve Personnel Policies J-11 911 Supervisor and J-03 911 Manager as proposed was made by Leonard Call, as second by Scott Jensen. Motion carried by unanimous vote.

- d. Country Towing Contract: UHP just finished an RFP for their tow rotation and they added a new company that we have not dispatched with before. This is a contract with them to dispatch them for UHP.

A motion to approve the contract with Country Towing was made by Gage Froerer, a second by Leonard Call. Motion carried by unanimous vote.

- e. Enviroserve Contract: Requested changes to contract, but we need more details on this. Request to table to next meeting.

A motion to table the Enviroserve Contract to the next meeting was made by Scott Jenkins, a second by Leonard Call. Motion carried by unanimous vote.

- 5. Chairman's Report –Robert Dandoy, Vice Chair: Nothing to report. Russ is obviously enjoying his first day of school today. Other than that, lunch was great – let that be part of the record.
- 6. Director's Report – Kevin Rose, Executive Director: Earlier this year we adopted two dogs. We started noticing some issues with the dogs. We have decided that we are not sure if having two dogs living here 24/7 was the best decision. The carpet on the second floor is disgusting, it is not a great environment for the dogs, they don't have one owner who is responsible for them, there is no yard to play and run in, and there have been some behavior issues (biting-luckily no injuries). He and Scott decided to reach out to the employees with a survey to see if the dogs were accomplishing the emotional support for which they were intended. The majority of the employees indicated that the dogs were actually adding to their stress. Two of our employees have now adopted the dogs and they have the opportunity to bring the dogs in on occasion with the stipulation that they will take care of them while they are here and take them home when they leave. This will be best for the employees and the dogs.

We recently finished our logging recorder project. The new logging recorder has some great features. It records the phone calls in analog and directly from the switch, recording IP, which is a much-improved audio quality. It also gives us the ability to do our quality assurance reviews on the recorder and all electronic, then it emails the employee when it is done. We are very happy with it and have had no issues.

We finished the new statewide transition to the 911 next generation network and call handling. This project was supposed to be done in March of this year, but Motorola was not able to make that deadline. Because of that they were responsible for those costs after March 31st. In his budget report you will see that we have gone over budget because we anticipated that we would not be paying those bills this year, but we did end up paying for them until March 31st. A new change that has come up is that Motorola had a vendor come and audit all the bills and they determined that the PSAPs should still be responsible for some of the costs. These are for the ES (Emergency Services) trunks, which for us is about \$4,000 per month. These are trucks that connect the Lumen central offices to the 911 network. He is of the opinion that we are not responsible for those, and we should never have been responsible for those from day one. As a matter of fact, there is an FCC ruling referred to as the King County Decision where the FCC put a point of demarcation in this ruling with the selective router. The carrier and the provider were responsible for the connectivity up to the selective router, past the selective router was up to the PSAPs or the 911 authority. Motorola is saying we will need to pay this from March 31st until now. We have a meeting tomorrow with UCA and the other PSAPs to discuss this. We will be pushing back on this, and when they add that Lumen will be adding new ES trunks and that we will be responsible for, we will tell them no on this also. He hopes to have final answers on this in the next meeting.

We had a fantastic opportunity to have a group from the Cybersecurity and Infrastructure Security Agency come in and do an audit. It was a two-week process, one week was done remotely and the other was done on site. This was a free service that Homeland Security offers, and we have been on their waiting list for years. We have a meeting with them at 2:00 pm to go over their findings. This will give us the opportunity to identify any potential weaknesses we have in our network and take action to resolve or mitigate them. They also offer some services that we can sign up for, such as a continual phishing campaign and ongoing scans of our systems.

Every year UCA issues what we refer to a “carrot money”. PSAPs that comply to certain standards: call transfers, answer times and those type of things are eligible to receive free money from UCA. Last year, if he remembers correctly, we received about \$200,000. This year he anticipates we will receive more than \$200,000. He should know for sure by the next meeting.

Also, and he mentioned this last meeting. We are working on our 2023 budget. We have been working with Scott Parke at the County. Scott Parke has been such a great asset and has helped Kevin and Scott so much going through the budget process. He has shown us the process that the County uses, and we are impressed and we are planning on fine tuning the budget process. We currently use multiple documents and spreadsheets to track and manage our budget. We would ultimately like to use Tyler as our primary system and quit duplicating so much. Scott Parke and Steffani Ebert have been great to work with in the County.


Now, since we have the new Deputy Director Position, Kevin turns the time over the Scott Freitag to give a Personnel Update.

Scott Freitag – Deputy Director: We have also been working with Sarah Swan in the County HR Department, and she has been great to work with and has offered good advice. With that said, our turn over has slowed down. We have four people in training currently. We hired 5 in our last group. One of them is a lateral with about 15 years of experience. She is already out on the floor getting floor training. The other four are moving right along they all passed POST today, which is a good measurement of how they will do if they can get that passed the first time. We are down a couple of positions. Although, he believes we will always be that way. We have discussed our goals with the employees and plans for the future. Also, the decision the Board made to increase the pay has made a positive impact with our employees. We have made the decision to choose the new leadership positions from within, it is good for moral, growth, and development. We have a lot of rungs on our ladder and we have widened those out and people like that. We will begin filling the two 911 Managers, then there will be a trickle-down effect, two Supervisors, two Dispatcher 3's, then Dispatcher 2's. There is some excitement in the air. We have been waiting to get the job descriptions approved and organizational changes approved. We are planning to start the process next month.

In addition to this, the Davis County Commissioners have been visiting us and asking questions about our center. There are currently four PSAPs in Davis County and they are looking at options. We have been working very closely with them. They have now been bringing City Council members here. We have had Chief Mathieu, who was here from the beginning and before, come over and talk about how and why the organization was set up. Also, how we try to give each agency a voice no matter what their size.

7. 2022 Budget Report – Kevin Rose, Executive Director: Not many changes from last month. We are still looking good. As mentioned earlier, we are over in the telephone budget, we are at 164%. There may be a chance that it may go up a little more if we do become responsible for the \$4,000 per month. All in all, we are where we need to be, and even with the overages it won't affect the bottom line. By the end of the year we shouldn't need to do a budget hearing or make changes that way. He did find out that the remaining money we received for the COVID fund from UCA did not roll over to this budget year. That just went into the fund balance.
8. Next Meeting September 27, 2022. A motion to adjourn was made by Scott Jenkins, a second by Gage Froerer. Meeting adjourned.

Respectfully submitted by Kathy Stokes

Director:  Date: 9/27/22