

Weber Area Dispatch 911 and Emergency Services District Administrative Control Board Meeting Minutes of September 27, 2022

Board Members in Attendance: Russell Porter, Scott Jenkins, Gage Froerer, Richard Sorenson

Additional Attendees: Executive Director Kevin Rose, Deputy Director Scott Freitag, Attorney Bryan Baron, Deputy Chief Shelby Willis, Tim Lewis, Kris Zobell, and Office Manager Kathy Stokes

1. Welcome – Russell Porter, 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 23, 2022

A motion to approve the minutes from Weber Area Dispatch 911 and Emergency Services District Administrative Control Board meeting on August 23, 2022 was made by Scott Jenkins, a second by Gage Froerer. Motion carried by unanimous vote.

4. Action Items:
 - a. Operations Policies:
 - i. O-P-009 Lockdown Channel Testing – Rescind: We have had this policy for quite some time to do lockdown channel testing. This is in the event that there is a radio system failure the radio system goes into site trunking, meaning each radio site operates independently so there are little islands of communications for first responders. The way around that is there are lockdown channels they will switch to that basically forces them into one site so they can all talk to each other. We do this testing monthly with the first responders to have them test the lockdown channels. It wasn't very effective. In fact, we met with them about a year ago letting them know that we didn't think it was effective, we can't know if they are doing it, and they aren't really getting anything out of it. Since then, we updated our procedure to provide more education. We just revisited this in our Ops meeting and decided that the testing wasn't necessary, it is more of an end user training through the departments, and with the new radio system we will be switching to next year it will be obsolete. The Operations Advisory Committee voted to rescind this policy and discontinue the testing.

A motion to approve rescinding Operations Policy O-P-009 Lockdown Channel Testing was made by Scott Jenkins, a second by Gage Froerer. Motion carried by unanimous vote.

b. Personnel Policies:

- i. J-18 Information Technology Manager: As discussed in our last meeting this job description has been changed to have the I.T. Manager report directly to the Deputy Director rather than the Executive Director.
 - ii. J-12 Emergency Dispatcher III
 - iii. J-13 Emergency Dispatcher II
- For both the Dispatcher III and Dispatcher II job descriptions changes have been made to the minimum qualifications to make them a little open ended. Even though it is always our philosophy is to hire internally, this will allow us to hire outside candidates should the need arise. We always plan to consider our employees first before looking outside. However, in the last couple of years our internal employees have not been qualified or interested in applying for the Dispatcher III positions available. We have also added the language required by URS and POST pertaining to citizenship that was changed last year.

A motion to approve the changes to Personnel Policies J-18 Information Technology Manager, J-12 Emergency Dispatcher III, and J-13 Emergency Dispatcher II was made by Scott Jenkins, a second by Richard Sorenson. Motion carried by unanimous vote.

- c. Excess Funds Received from the Utah Communications Authority: We would like to table this item since we do not have official information yet.

A motion to table agenda item 4.c. Excess Funds Received from the Utah Communications Authority was made by Gage Froerer, a second by Scott Jenkins. Motion carried by unanimous vote.

5. Chairman's Report – Russell Porter, Chairman: Expresses his appreciation for everything that goes on here.
6. Director's Report – Kevin Rose, Executive Director: We just completed the process for the 911 Manager positions. We had 11 candidates. We did interviews and also gave them a project to complete. We were very impressed. Everyone of the candidates went above and beyond in the interview and the project. It was definitely a very difficult decision. He and Scott were determined to follow the outcome of the process, which they did. The two top candidates and new 911 Managers are Tim Lewis and Kris Zobell. This is some background on them:
 - Kris started in 911 in Roy when they had their own PSAP. She worked there for 2 years prior to the consolidation then joined Weber 911. Kris has done almost every job there is to do here. She has been a Supervisor, Trainer, Administrative Services Specialist, TAC, she has done the scheduling, Grama requests, worked with BCI, and compliance. She really is the Swiss army knife of a person when it comes to this job. She will be assigned over Operations. She has the respect of every Supervisor and Dispatcher we have. She is a great resource and we are excited to have her in this position.

- Tim has worked for the District for 11 years. He has been a Trainer, Dispatcher 3, Supervisor, and the Training Supervisor. In the last couple years, he has coordinated all of our training and in house training, worked with our Scheduling, Quality Assurance, has been phenomenal, and stepped up to solve several issues we had in our training. Kevin feels he will continue to step up and look at all the programs we have in Employee Development and come up with and implement some great ideas. We are happy to have him in this position.

Both Kris and Tim expressed their gratitude for this opportunity. They look forward to the new role.

Kevin continues: We had a large pool of very qualified candidates. We have phenomenal talent in the District and we definitely saw that through this entire process. He doesn't think we could have gone wrong with whoever made it through. We are very happy to see Kris and Tim in these positions. Kevin then turns some time over to Scott to talk about Mental Health.

Scott Freitag, Deputy Director: We currently use two different organizations to provide counseling resources, medical care, and mental health care for our employees: Blomquist Hale and Providence. We have talked a lot about Providence in the last year and a half. They started with the military then moved into public safety, the school districts and other government agencies. They work very closely with Ogden Fire and Ogden Police. We signed up with them to provide us with the surveys of our employees a couple times of year to determine their levels of stress and how they are coping with their job and their life. It provided us with good information. We met with them to discuss the resources that were needed for our employees as determined by the information from the surveys. More importantly, where our employees could reach out when they get that bad call or when they had personal problems. If you remember, the first contract we had was paid for by an anonymous source. There was another organization that provided the funding for the actual counselling services. So, there was no budgetary impact to the District. Over the past year they lost the company that was providing the funding for those services. They stopped paying in July, which resulted in out-of-pocket expenses for our dispatchers. The principles that were involved with this organization when we joined have all left. There are new people there and they have been good to work with, but it is concerning that the people that got this going are no longer there. The other issue is the budget. Originally the cost was \$6,000 per year. They gave us a new price last year of \$13,000, and six months later it was \$18,000. Last week they gave us a bid of \$52,000. So, we need to look at this. Can we get this somewhere else? There is a third option. The County contracts with Select Health for its employee assistance program. This is a program we already pay into, but we were unaware this was something available to our employees. We are not sure why we also contracted with Blomquist Hale. There are two good things about the Select Health program. They are 24/7 by phone, video, or to meet in person, and the providers are all in network providers. While it will cost, the EAP or crisis portion (day or night) will have no cost for the employee and family members in their household. Our recommendation is that we do not renew the contract with Blomquist Hale at the end of the year. Which will save us about \$5,000. Also, we do not renew with Providence to save \$52,000. And, stay with Select Health for our mental health services. Mental health is important and is the focus of our Peer program and the work we do with

Ogden Fire and Ogden Police. We think this program and our internal programs are what are good for our employees. We will make sure we promote the Select Health Program to our employees.

7. 2022 Budget Report – Kevin Rose, Executive Director: We are about 75% through the year. As it stands now, we have only utilized 68% of our budget. We are on track to be under budget this year. There are a couple of items we have discussed in the past such as the 911 Surcharge. It is always three months behind.

In the telephone expenditure line item, we are over budget on and will be over budget. As he mentioned before, we didn't budget for any of the 911 telephone fees because we anticipated that UCA and Motorola would have their system in place and these fees would go away. That did not happen. They ended up having to extend that project quite significantly. Motorola did come out and say they would pick up that bill effective March 31st going forward until the project is completed, because that was their deadline for the project. So, the District was on the hook for everything prior to March 31st. There is still a question on these billings. A small part of those bills is Lumen charging us for the trunk to connect their central offices to the legacy 911 selective router, which is the brain that routes the 911 calls throughout the State. When Motorola took over the bills, they hired a consultant to go over the bills to make sure they were paying what they should be paying. They came back and said they didn't feel that the ES trunks were their obligation and that we should still be responsible to pay that portion of the bill until the cutover. And, the cutover is now complete. We pushed back on them a little bit, and Motorola came back and said they would cover those costs. That's good news for us, because that was about \$4,000 per month from March 31st to August, when the cutover was complete. There still is a little bit of unknown with that going forward. Lumen has indicated that they are replacing those legacy trunks with new trunks for the new system, and that somebody will be paying for those. There is kind of some finger pointing going on right now, but we are not even sure that Lumen will be billing for those. Because there is precedence from the FCC that it is not a PSAP responsibility, it should be the responsibility of the provider to cover those costs to connect calls to the 911 network. We are in a holding pattern to see if Lumen tries to bill us, because we don't have a contract with them. If that does come up, Kevin has already talked to Bryan on this and Bryan has done a lot of research. Bryan feels that it would be UCA's responsibility instead of the PSAPs, because UCA has taken the responsibility of operating, installing, and maintaining this statewide 911 system, so these types of services would fall under that umbrella. We are still waiting to hear on that. This will be our opinion if it comes up. He will keep the Board updated.

The Rent payment did come out of the LBA budget, but has not been transferred from the District budget to the LBA budget yet.

In Software, we did use COVID money, but as mentioned before that money was not put into this year's budget. We still should not exceed in this line item by the end of the year.

We also paid the Bond payment for the LBA a couple of weeks ago, but the revenue has not been transferred from the District, that will happen at the end of the year.

For the Capital Projects Fund, as you remember, we have a policy that you approved last year that if we have excess of 35% in our Fund Balance it is transferred into our Capital Projects Fund. When that is full it goes to debt services. Scott Parke informed him that he calculates we will be transferring about \$1.7 Million into the Capital Projects Fund. We will need to do a budget hearing to amend out budget to account for this. We will plan for that in our next meeting. That would bring our balance in that account to \$2.2 Million.

Kevin and Scott are working on the five-year plan. They are also working with Scott Parke on the projections of the Fund Balance. He will bring that to the Board when it is complete.

8. Next Meeting October 25, 2022. A motion to adjourn was made by Gage Froerer, a second by Ricard Sorensen. Meeting adjourned.

Respectfully submitted by Kathy Stokes

Director:  _____ Date: 10/27/22