

Weber Area Dispatch 911 and Emergency Services District  
Administrative Control Board  
Meeting Minutes of November 19, 2024

**Board Members in Attendance:** Russell Porter, Leonard Call, Gage Froerer, James Harvey, Benjamin Nadolski, and Richard Sorensen,

**Board Members Excused:** Robert Dandoy

**Additional Attendees:** Executive Director Kevin Rose, Deputy Director Scott Freitag, District Attorney Bryan Baron, Weber County Comptroller Scott Park, Deputy Chief Jared Taylor, and Office Manager Kathy Stokes

1. Welcome – Russ 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 27, 2024

James Harvey made the motion to approve the minutes from Weber Area Dispatch 911 and Emergency Services District Administrative Control Board meeting on August 27, 2024. Leonard made the second motion. Motion carried by unanimous vote.

4. Action Items: The action items are both A.I. programs. A.I. will not replace our dispatchers. The goal is to help us be more efficient and give more bandwidth with our current employees to help us keep up our standards.
    - a. Motorola Pre-Release Evaluation License Agreement: A pilot project that utilizes A.I. to assist us with our non-emergency calls. This agreement will not cost us anything now. The reason to start this as soon as we did is that UCA is starting to evaluate additional products that they may want to purchase for all the PSAPs statewide. This is one of the products. Our participation will allow us to give UCA valuable input of how it works and if it has an impact. This item is on the agenda for ratification. Once the pilot is completed, if we want to purchase it, we will receive a discounted rate because we participated in the pilot. We are hoping that we can show the value in it to UCA so that all the PSAPs can get it. The project would allow an A.I. chatbot to handle non-emergency calls. The initial phase is to allow us to divert calls that provide information to the caller, such as when the fireworks show starts; or transfer to Records to get a copy of the police report. This type of call is taking up valuable time from our call takers and is a high percentage of our non-emergency calls. The next phase that will start the first of next year is to have A.I. integrate with our CAD system. This will allow A.I. to take and generate CAD calls for service that are low priority non-emergency calls. This phase should have the biggest impact in

reducing the number of non-emergency calls that our call takers are handling. Allowing them to focus on 911 calls and quicker responses.

The motion to ratify the Motorola Pre-Release Evaluation License Agreement was made by Richard Sorensen. Ben Nadolski made the second motion. Motion carried by unanimous vote.

- b. CommsCoach Pilot Proposal Agreement: We have the opportunity to be one of the first agencies in the State of Utah to do this. There is a cost; however, since we are participating early, we will get a heavy discount, which will continue forever. This would help us with our Quality Assurance. We currently have three supervisors helping us with QAs, and we do approximately 2% of our calls. This entails listening to the calls, filling out forms, making sure policies are followed, and making sure there are no deviations from the policies, protocol, and customer service. Because of the sheer volume of call we have we are not reviewing about 98% of our calls. That works well, and we can catch things here and there, but we are missing a lot on the calls we are not checking. This product will help us do QAs on 100% of our calls. We also currently have a two to four-week lag time on our QAs. With this system we could have the results to the employee within an hour of the call. We could identify issues and give feedback more quickly. This system will also allow us to make training scenarios. The A.I. will take information from calls and interact with our new hires and dispatchers in training. The A.I. will act like the caller and work through the call as a training resource. This will be fantastic to work with our current employees continuously on low number, high risk situations to get into muscle memory and ingrained in our dispatchers. We can do the same simulation with radio traffic. This will better prepare our new hires before they have to actually work on the floor. The cost for this was originally \$77,000 per year. Because we are an early adopter in the State it would cost us \$22,000 per year. This is potentially a system we could take to UCA and see if they would fund it for the PSAPs in the State. Even if this product does half of what they say it will, it will be well worth the money. It would greatly impact us and help us have more insight into our current operations, with improvements in a timelier manner, help us put resources back up on the floor, and give us more bandwidth in our current FTEs. We have funds in this year's budget, since \$24,000 was budgeted for the Condo Association project budget with Ogden City that we are not using any more, to pay for it this year. If the Board approves this then it will be added into our budget for approval in December. This will give us an entire year to evaluate the system.

A motion to approve the CommsCoach Pilot Proposal Agreement was made by Richard Sorensen. Ben Nadolski made the second motion. Motion carried by unanimous vote.

5. Chairman's Report –Russ Porter, Chairman: Happy to see everyone today. Mayor Sorensen, sorry you had a little health scare, and glad that he is back.

6. 2025 Tentative Budget Overview and Action – Kevin Rose, Executive Director: We have been working with Scott Parke, and are happy to see him here today. Instead of going over each line item, he will go over the funding requests.

Motorola CAD/RMA Maintenance: \$336,542. Our 9-year prepaid maintenance expires next year. This will provide ongoing software support and updates.

Replace UPS Batteries: \$12,000. Ensure continued operation during a power outage.

Westnet Hardware Refresh: \$324,800. Replace fire station alerting hardware at all the fire stations. The current equipment is 14 years old and end of life.

ESRI Professional Services: \$14,700. Professional services from ESRI to assist with GIS Server migration and upgrade.

PowerVetted: \$6,700. Software to assist us in conducting background checks on new hires and visitors.

Personnel Increase: Mirroring the County with 1.5% COLA, and 2% pay for performance. The County has contracted with a Company to do a salary survey analysis and was kind enough to allow the District to participate. It is underway right now and we are expecting the results in the first quarter of 2025. At that point we will determine what and when action should be taken.

In the 2025 budget we have budgeted for increase in our Revenue: property taxes, and 911 Surcharges. Historically we have budgeted \$250,000 from the UCA grant and have received more than we budgeted. However, in 2025 it is anticipated that more PSAPs will be compliant, and the money will decrease for us. The budgeted amount for 2025 reflects the amount if all PSAPs qualified, so that number has dropped a bit. Other than that, we try our best to stay within our 2024 operations budget.

Scott Parke adds information on the Dispatch General Fund. We are currently above the Maximum Fund balance, which is good. We have started to see a slow decline in the Fund balance. By 2030 we are still within the area we want to be. However, in the past we have been budgeting to increase our Fund balance, now we are starting to spend our Fund balance. There is no action that we need to take now, he just wanted to Board to be aware that we are over our threshold now and are starting to use the fund balance. We should continue to watch this in the next two or three years and if necessary, consider a minor tax increase. We want to keep the tax increases at 4% or 5%, rather than waiting and doing a 25% increase.

A motion to approve the 2025 Tentative Budget was made by Leonard Call. James Harvey made the second motion. Motion carried by unanimous vote.

7. Recess as Administrative Control Board and convene as the Local Building Authority

A motion to recess as Administrative Control Board and convene as the Local Building Authority was made by James Harvey. Leonard Call made the second motion. Motion carried by unanimous vote.

See Local Building Authority Minutes for Agenda items 7.a. through 8

9. Recess as Local Building Authority and reconvene as Administrative Control Board

A motion to recess as Local Building Authority and reconvene as Administrative Control Board was made by Leonard Call. James Harvey made the second motion. Motion carried by unanimous vote.

10. Director's Report – Kevin Rose, Executive Director: We just wrapped up the transition to the new P25 radio system. We had a lot of long days, but we worked through it. It went as smoothly as you would expect with this kind of project. We appreciate the work and effort from UCA. They had techs here all day every day during this transition. There were some bugs, in fact, they are here today to do some reprogramming. We are now just fine-tuning things. We got all the biggest issues addressed and are now working on the smaller things. Overall, it has been a success and UCA is planning to have the entire project completed by the end of the year for the entire state. We did encrypt our police channels on the new system. That is something the Police Departments requested for years. We were able to accomplish that with this new system. The media has had some issues with that, but we will work with them the best that we can. We appreciate all the agencies' patience. The Fire Departments had to get all their apparatus to the Sheriff's office. We are happy to get it done and to be on this system that should last us another 20 years.

Our September Incident of the month. On the 15<sup>th</sup> at around 6 p.m. the center started getting calls about a lightning strike that started a fire between Ben Lomond Peak Trailhead and Jump Off Canyon Trailhead. Within a span of about 2 hours the center received over 1000 911 calls. The majority of them came in within the first hour. In comparison, we usually receive about 15 calls in that time period. Despite significant technical challenges the dispatch team demonstrated exceptional performance showcasing professionalism, adaptability, and teamwork. We had over 1000 incoming calls and 500 abandoned calls that required to call each of them back. Our dispatchers were very busy. This is one of those situations for which you just can't plan. We could never have staff to anticipate 1,000 calls. Throughout this incident all eleven dispatchers, including one in training, worked together seamlessly despite the overwhelming number of calls and technical difficulties. Obviously, it overwhelmed our phone system. They maintained clear communication with each other and handled the responsibilities with exceptional dedication. This is a showcase of the dispatcher's ability to remain calm under pressure and adapt to unexpected system challenges. Their exceptional coordination and quick thinking ensured the fire response went smoothly, and all emergency calls including call backs were handled with urgency and care. This positive performance serves as a strong reminder of teamwork and resilience that occurred in this situation. This is the first time he has ever seen that type of a load in a short time period.

Personnel update since our last meeting we have had 4 employee resignations. One of which had been here about 7 years, who went to Salt Lake City. Three were still in training. However, we have just hired 5 new employees who are in training. They started last week. We are hopeful we get all five through. With that, we still have one opening which we will wait to see how this group goes before posting again.

Scott Freitag adds that one of our 911 Managers, Tim, has two younger sons that they adopted out of a foster program. The youngest of the two succumbed to cancer last week, he was 13 years old. He had gone into remission after a lot of treatment last year down at Huntsman and Primary, but it came back last year. Doctors in Utah said they had done everything they know to do, so they sent him to Colorado to do some experimental treatments. This got it under control enough to try another bone marrow transplant. His brother was the doner the first time and it didn't take, but at the last minute another doner became ill and they weren't able to use that doner's marrow. So, his brother agreed to do it again. In the process of getting him prepped, his internal organs were damaged so much that his body couldn't do it anymore. Tim is close will everybody here and has been our manager for years. He is in charge of programs like Peer Support, the human side of what we do here in our organization. He's back at work now. The funeral was last week, and he took some time off. His boy, Levi, would come and serve the dispatchers when we did a meal or something for them. So, we all knew him. This is one of the sad ones that have hit all of us.

11. 2024 Budget Report – Kevin Rose, Executive Director: We are not over budget anywhere. We are on target to come under budget in personnel since we always seem to be understaffed.

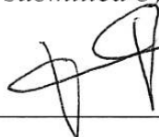
12. Next Meeting December 3, 2024. We are meeting here at the Dispatch Center. This is earlier because of the holiday.

Jared Taylor: The Dispatch Center deserves a great deal of credit for the radio program. It was a huge undertaking. He speaks for the fire departments that we appreciate their patience. They worked in the middle of the night to get the bugs worked out. Clear communication is very important to keep our first responders safe. Thank you!

A motion to adjourn was made by Ben Nadolski. Richard Sorensen made the second motion. Meeting adjourned.

*Respectfully submitted by Kathy Stokes*

Director: \_\_\_\_\_



Date: \_\_\_\_\_

12/3/24