

Weber Area Dispatch 911 and Emergency Services District  
Administrative Control Board  
Meeting Minutes of February 25, 2025

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

**Excused Board Members:** Leonard Call

**Additional Attendees:** Executive Director Kevin Rose, Deputy Director Scott Freitag, District Attorney Bryan Baron, Lieutenant Jason Child, 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 meetings on January 28, 2025

The motion to approve the meeting minutes from Weber Area Dispatch 911 and Emergency Services District Administrative Control Board meetings on January 28, 2025, was made by Gage Froerer. Robert Dandoy made the second motion. Motion carried by unanimous vote.

4. Action Items:
  - a. Update Operations Policies
    - i. Policy O-J-001 – Police Dispatching: Because of the migration to the new radios, we updated this policy with the new names of the channels, also a few typos that were discovered.

The motion to approve the changes to Operations Policy O-J-001 Police Dispatching was made by Richard Sorensen. James Harvey made the second motion. Motion carried by unanimous vote.

The Chair takes a moment to welcome Lieutenant Jason Child to the meeting.

4. Action Items:
  - b. Surplus: The bulk of the items are due to the radio migration. We have a lot of old equipment to surplus. We will try to sell some of it, but some will be thrown away because there is no value in it. Some computers are 12-13 years old, and chairs are

broken. At the request of Robert Dandoy, we will also look for opportunities to donate items if possible.

A motion to approve the surplus list was made by Benjamin Nadolski. Robert Dandoy made the second motion. Motion carried by unanimous vote.

5. Chairman's Report –Russ Porter, Chairman: Nothing to report.
6. Director's Report – Kevin Rose, Executive Director: The Incident of the Month for January: In the late afternoon of January 25, 2025, at 4:37 p.m., we began receiving an influx of emergency calls reporting an immense conflagration. The first call was answered by Shiloh , whose caller reported smoke and flames coming from the fourth floor of a structure under construction. Over the next ten minutes, the phone lines were flooded with 54 calls from individuals all over the valley reporting the same fire. The call takers handling this overwhelming influx of 911 calls were: Shiloh, Shaylie, Shauna, Meghan, Rachael, Sage, Britteni, Matt, and Heather. Their ability to gather information efficiently and reassure callers in the face of an escalating emergency was commendable. At the exact moment the first call came in, and Ogden patrol unit inquired if dispatch had received reports of a fire across the street from the station. Miryah, working Ogden radio, quickly began adding officer notes into the call initiated by Shiloh. Miryah maintained steady control of radio traffic, documenting which streets needed to be blocked off, where units were responding, and promptly fulfilling officer requests. Vicky took over Ogden channel at 6:00 p.m. and continued delivering the same level of exemplary service. On Fire 3, Sage was immediately thrust into action as the fire ignited right outside Ogden Fire Station 1. She expertly tracked unit locations and quickly dispatched additional resources as requested by the battalion chief. Demonstrating strong leadership, Sage effectively delegated callouts and ensured warble tones were activated exactly six seconds after the request. At 6:00 p.m., Trevor seamlessly took over Fire 3, continuing the high standard of service required for such a major incident. As the fire spread due to high winds carrying embers and ash, spot fires ignited to the west, requiring additional resources to respond and operate on Fire 7. Heather managed Fire 7, assisting Battalion 61 with coordinating response efforts and ensuring units reached the new fire locations. Beyond the immediate dispatching needs, others stepped up to provide crucial support. Jennifer, working County, made multiple phone calls to utility companies and Ogden City Public Works to assist the response efforts. Sam ensured that Wasatch Front (WF) remained monitored so any calls for service that were routed to other PSAPs were answered. Several dispatchers also voluntarily stayed past their shifts to ensure full coverage during shift change, demonstrating unwavering dedication to their team and the community. Between 4:00 and 6:00 p.m., Weber Dispatch handled a staggering 360 calls with 61 abandoned calls—yet not a single call for service was missed. This event showcased the very essence of what makes Weber Dispatch the best PSAP in the state. While others talk about teamwork, we live it every day.

Benjamin Nadolski was at the scene and commented on how impressed he was to see all the agencies working together.

Kevin continues with his report: Legislative update – we are watching HB40, School Public Safety Bill, Representative Wilcox. Our concerns were with the requirement that PSAPs

have access to cameras at all the schools. Also, that the pendant alarms that the teachers have, have direct access to 911. With this we could be dealing with many different vendors. Kevin reached out to him, and he assured Kevin that the goal is that the State do an RFP to narrow it down to two or three vendors. Then we found out that our current system, Motorola, is coming out with a platform that would help us connect camera systems into our current systems that would help mitigate that issue. There is also HB150 with a change that allows any PSAP in the county to be eligible for the carrot money funds that UCA distributes to qualifying PSAPs which would diminish the amount of money given to PSAPs. We didn't think at the time that it was going to go anywhere, but Senator Harper introduced HB237 which removes the carrot money completely. So, there is no carrot money given to the PSAPs that are in compliance. Kevin was able to get them to change the date on this. It was going to go into effect in May, but he was able to get them to make it go into effect after the first of the year next year, so we would still get the money from this year's funding as we have already budgeted for it. After this year that money will not be available to us. UCA is looking at using the extra funds to cover different functionality for the PSAPs. We will be getting something, but not direct money. One of the things they are considering doing is building a back up center in North Salt Lake that will be used by the large PSAPs such as us and Valley Emergency in Salt Lake City. We currently have four back-up consoles at the county, but this is not realistic for our operation. With UCA building the back up center it will be a huge value for us to give a place to go if we do need to evacuate where we can continue full operations. It looks like all three of these bills will pass.

Updates on current projects. We have a lot on our plate right now:

- We just started the NCU Star Station alerting upgrades. We are scheduling this with West Net. Fortunately, most of the work is on their end. They will be sending out technicians to do the upgrades that were funded for this year.
- We are implementing the new subscription services that we got with our new agreement with Motorola with our CAD system, which will give us additional functionality we are excited to use. We just started implementation, there are a lot of moving parts with that.
- We just started our new GIS migration to the new latest and greatest. This is a little bit of change for our dispatchers and I.T.
- We are developing a Mental Health Crisis diversion program that the State is pushing for. We are working on a policy for procedures of first party callers that can be transferred to the crisis line. We are working with the vendor on the protocol, so it is not so subjective. We think it is a great program. We plan to have a draft policy on this to present to the Operations Committee this summer. Several years ago, we were the first in the State to integrate the MCOT team being dispatched with our first responders. That program worked well.
- We are working on the Vesta Response, which is the AI for our non-emergency calls. We are purposely going slow with this. We are working with Motorola, refining this every week. We gave them several situations that they never considered that we would like this to handle for us. They have been great to work with. They have been working with their developers on situations that will help, not just us, but every PSAP. We are hoping to get this going in the next month or so.

We see this as a phase project. Initially it will help us with a very small subset of calls then grow as we add more functionality and features.

- The last is our Comms Coach, which is the AI software to do quality assurance. We got that up and running. We are working on the training portion now. It is now evaluating every call we take in the 911 center and doing evaluations. The supervisors are going through and checking them to find the little things that we need to change in the instruction that we gave the AI of how it determines whether or not there was a weapon involved. We find little things that AI will need to recognize as being an affirmative response. We have been impressed so far with what it has been able to do. We think it will be a valuable tool for us.

These are some of the projects we are working on right now. We think these projects will put us on the leading edge of some of the topics that the country is dealing with. The benefit of being in front of this is that we can drive the direction of this. Especially with the AI portion with the non-emergency call handling and QA. We have been able to drive the pilots with the vendors. We think this will put us in a position to be very successful with all these different changes.

Lastly, the personnel update. We had one person resign who is moving out of state to care for her mother. The good news is that all five of our new hires have completed their initial training and are out on their own with the fire call taking. Their next step is police radio training.

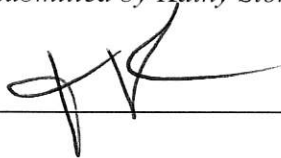
2025 Budget Report – Kevin Rose, Executive Director: Nothing to point out at this time. There was one error we had under the subscription account. We were at 150% because of an item that was put under the wrong account, this has been corrected. We are 22% through the year. Currently all expense accounts are under budget.

Scott Freitag comments: It was nice to see the Mayor at the big fire event to show support. We welcome you to come and sit on the floor, just let us know when you would like to come in.

7. Next Meeting March 25, 2025. The motion to adjourn was made by Benjamin Nadolski. Robert Dandoy made the second motion. Meeting adjourned.

*Respectfully submitted by Kathy Stokes*

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



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

3/25/25