

Weber Area Dispatch 911 and Emergency Services District Administrative Control Board April 23, 2019

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

Additional Attendees: Utah State Senator Wayne Harper, Executive Director Tina Mathieu, Weber County Attorney Bryan Baron, and Administrative Assistant Kathy Stokes

1. Welcome – Mike Caldwell, Chairman
2. Public Comment: Neil Schultz, President of the Ogden Weber Tow Association: Would like to make sure he didn't misrepresent himself in the last meeting. He never wants it to be said that they are opposed to anything Dispatch has done. The organization of things has been better for the tow companies and agencies. He congratulates Tina in a wonderful job. There have been minor disagreements but overall it has been great. He explains why the pass-through of the dispatch fee does not work for the tow companies. About 40% of the calls they receive are abandoned. Therefore, the tow companies do not collect on the tows, which is why the pass through does not work. He would just like to work together to find a solution. He is aware that Harrisville has sent out an RFP in what he feels is retaliation. He now has a better understanding of the budget and operations from sitting in on a couple of these meetings and would like to just see if we can work together to find a solution to this problem. He would also like to attend the Chief's meeting.

Tina Mathieu comments that he may want to reach out to Chief Jackson, she knows that that RFP was in process before the bill was passed. They and other agencies have been looking at doing RFPs prior to the bill passing. Also, since she is a guest at the Chief's meeting he would need to reach out to Brandon Miles the County Attorney and Chair of the meeting, or one of the Chiefs for an invitation.

Scott Jenkins indicates that his is very sympathetic to the tow companies because the tow fees are State regulated. He does not feel that it fair. However, we should not have to suffer as dispatch.

Mike Caldwell and Gage Froerer both comment that it was the past questionable behavior of some of the tow companies that made the State step in and regulate.

Neil Schultz agrees and would like to see that kind of thing handled individually rather than for the entire tow industry. He is glad that he can come and speak with the Board and will look forward to future conversations so we can better understand one another.

No further public comments.

3. Consent Agenda:

- a. Approval of minutes from Weber Area Dispatch 911 and Emergency Services District – March 26, 2019. A motion to approve the minutes from Weber Area Dispatch 911 and Emergency Services District – March 26, 2019 was made by Gage Froerer, a second by Robert Dandoy. Motion carried by unanimous vote.

4. Special Acknowledgement - Tina Mathieu, Executive Director (*Delayed for the arrival of our special guest.*)

5. Action Items:

a. Personnel Policies:

- i. P-072 Emergency Notification of Administrative Personnel – Tina Mathieu, Executive Director: Additional changes have been suggested by Bryan Baron. Under Letter A. “Making Notifications. 1. Unless otherwise noted, an administrative group text go the “WDADM” group shall be used as notifications for all situations as outlined below.” Should be changed to ““Making Notifications. 1. Unless otherwise noted, District employees shall notify the “WDADM” group for all situations as outlined below.” One other change under Letter B. “Equipment Failure. 1. After making the above notifications District employees shall notify the District help desk and when applicable, the appropriate vendor(s) immediately in the following situations:” A motion to approve Personnel Policy P-072 Emergency Notification of Administrative Personnel with the suggested changes was made by Gage Froerer, a second by Scott Jenkins. Motion carried by unanimous vote.
- ii. P-073 – Levels of Emergency - Tina Mathieu, Executive Director: These two go hand in hand. We are just cleaning up this policy with the correct references. A motion to accept Personnel Policy P-073 – Levels of Emergency was made by Leonard Call, a second by Robert Dandoy. Motion carried by unanimous vote.

- b. Utah Communications Authority – Report Card – Tina Mathieu, Executive Director: This is the first year UCA has required a report card. We knew as PSAPs that we would be required to do the report card for 2018, but did not have the knowledge of what we would be reporting on until 2019. She is not sure if the report cards will be made public. The minimum standard will be tied to funding as of January 2020. Our results of the 2018 Report Card are as follows:

Minimum Standards:

We passed in the following categories:

- #1. At least two certified telecommunicators shall be on duty in the PSAP at all times, thereby reducing the possibility of any gaps in coverage. (100%)
- #2. For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols. (100%)
- #4. The PSAP shall not allow a telecommunicator to take/process a 911 call alone unless the telecommunicator has completed the PSAP's training program and is POST Certified. (100%)
- #5. The PSAP shall implement and maintain, either internally or through a contract, a training program where: a. All certified telecommunicators shall maintain all required certifications listed under the POST requirements. (100%)
- #7. The PSAP shall not intentionally manipulate 911 call counts or other data.
- #9. If the transfer of a 911 call has to occur, the PSAP shall follow the NENA Call Answering Standard/Model Recommendation. (100%)
- #10. The PSAP shall maintain a comprehensive resiliency and back-up plan to mitigate events that may disrupt 911 service to a community. (100%)

We failed in the following categories:

- #3 The PSAP shall implement and maintain a Quality Assurance (QA) program that reviews 911 call recordings from each discipline (police, fire and medical) processed by the PADP and provides feedback to the associated telecommunicators. (*We had Police and EMS, Fire was implemented in 2019.*)

Not applicable to the District:

- #6. In accordance with the Utah Code Ann. §69-2-203 "each county is the state that is not served by a single consolidated public safety answering point [shall] conduct an audit..." (*Not applicable since we are consolidated.*)
- #8. Ninety five percent (95%) of all 911 calls arriving at the PSAP shall be answered within fifteen (15) seconds during the PSAP's busiest hour (the hour each date with the greatest call volume, as defined in the NENA Master Glossary). (*Thrown out for 2018. ECaTS did not have a report with this information, however; we did report that we were on 100%*)

Best Practices-are not tied to money.

We have achieved the following:

- #1. PSAP should accept test-to-911 and adopt standard operating procedures for handling the text calls. (100%, *first in the State to do this.*)
- #2. The PSAP should have no more than 5% of its 911 calls transferred out of the PSAP. (*We are 2.17% for 2018*)

#3. The PSAP should adopt an Acute Traumatic & Chronic Stress Management Standard, which may include the Utah Critical Incident Stress Management Team. *(100%, with the use of Critical Incident Stress Debriefing program, we offer free mental health counseling through EAP, and we creating a Peer Support Group.)*

#4. The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NENA's 9-1-1 Center Operations Standards PSAP Operations SOPs located at <https://www.nena.org/page/OperationsStandards>. *(100%)*

In Progress

#5. The PSAP should have no holds for any 911 call. *(We are currently at .48% for holds, this benchmark is controversial because is it unachievable.)*

#6. The PSAP should be managed/supervised by an individual possessing on or more of the following advanced certifications: CMCP, ENP, RPL, or CPE. *(Training not available until March of 2019 – Tina attended the training)*

Not applicable

#7. The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days. *(Not applicable for 2018, however; we are still compliant.)*

Overall we did very well since we did not get the criteria for 2018 until 2019. A few other things to point out about our Center are that we are the third largest center in the state, our transfer rate is very good at 1.9%. We also show 0.6% calls put on hold, which again is very good.

Move back to item 4.

Special Acknowledgement - Tina Mathieu, Executive Director: A Special Acknowledgement award was given to Senator Harper for all the help he has given the 911 industry. In 2014 Senator Harper was the Senate sponsor for HB155, which changed UCAN to UCA, merged the State radio system and the UCAN radio system, put the State 911 system under the UCA umbrella, eliminated the \$0.08 that Poison Control was getting and essentially give that money to PSAPs through a CAD funding account (the District received almost \$400,000 in grant money from that reallocated money). In last 2015 Tina and John H Morgan, the Director of VEC, met with Senator Harper with a list of 24 items that they needed his help with for the benefit of the 911 centers. And 3 ½ years later 23 of the 24 things have been accomplished. In 2016 Senator Harper ran SB 380 which made changes to the Board and required UCA to have a strategic plan. In 2017 he ran SB 198 which changed the makeup of the board,

changed the 911 Emergency Fee from a county tax to a state tax, limited the number of new PSAPs to be created to 1 per county, insured that the State 911 funds were non lapsing, increased the local 911 fee from \$0.61 to \$0.71, and changed the distribution of the local fee from being population based to call volume based (before this bill the District collected \$16 per call, after we collected \$25 per call), the bill also eliminated the radio fees for all the Public Safety agencies throughout the state saving Weber County agencies almost \$1,000,000 annually. And, in 2019 Senator Harper sponsored SB 154 created new funding saving the District almost \$600,000 per year for 911 phone cost and ESInet fees and set up our industry to keep up with technology and ultimately serve our citizens better. For Weber County alone in the last five years, we have experienced a revenue growth of over \$500,000 per year all because of the bills that Senator Harper has run. We really appreciate Senator Harper for all he has done, and being our Champion for 911 and to make our industry better. Tina presented an Appreciation Award to Senator Harper. Thanks for all you do.

Senator Harper expresses his thanks, and know that all they have worked on was the right thing to do. Without the 911 Centers in place our society, community, and nation would lose their ability to function. Expresses his thanks to Mayor Caldwell on the Task Forces and working with Commissioners Jenkins and Froerer over the years.

Mike Caldwell adds that they are proud of the work our dispatchers do as the unsung heroes over the years. Also, for all Tina's hard work most recently with SB 154 this year.

6. Chairman's Report –Mike Caldwell, Chairman: This report has been covered, he just repeated that he thanks everyone for all the hard work.

7. Director's Report – Tina Mathieu, Executive Director: In the first 113 days of this year we have lost 7 employees (1 to retirement, 3 because of training or POST application issues, and 3 resigned). We currently have 5 new hires who have just been released to the floor, they have another 7 weeks on the floor with trainers. We have 5 who have just released to work call taking and fire dispatching with monthly evaluations. And we have another 5 in line to be police trained. We will posting a job opening the first week of June with an expected hire date of June 2nd. We are planning to hire another 6 people. Our average turnover rate is about 24% per year.

Last week was National Telecommunicator's Week. Our dispatchers were honored everyday with little small tokens of appreciation and a barbeque on Wednesday. The agencies made posters to show appreciation. Overall it went really well.

For IPAWS-Code Red. Tina met with the Weber County Emergency Manager. We are in the process of getting all the D3's and above certified so by May 1st we will have 15 people who can send out an IPAWS message. She also meet with Representative Suzanne Harrison from the Sandy area to, she wanted information on IPAWS and Code Red. It is better to over notify and be very specific with your message, then to not notify at all. One of the elements that IPAWS can be used for is flooding, and with the weather we are having we may need to use this tool. We are still doing more work on this. Code Red has a requirement that citizens need to register their cell phones.

8. 2018 Final Budget Report - Tina Mathieu, Executive Director: These are the number that will be reflected on the audit that is in process. We have received 102.29% of revenue of \$7,071,161. We spend \$6,618,077 which was 96.68% of what was budgeted. Which means we will be able to put some more money in our fund balance. We are trending in the right direction. (This makes Scott Jenkins "very, very, very happy".)
9. 2019 Budget Report - Tina Mathieu, Executive Director. For 2019 we are 30.96% through the year. We have collected 7.51% of our revenue and spent 24.77% of our budget. At this point she has absolutely no reason to go over budget throughout the year.
10. Next Meeting, May 28, 2019. Meeting adjourned.

Respectfully submitted by Kathy Stokes

Director:

Tina Mathieu

Date:

May 28, 2019