Weber Area Dispatch 911 and Emergency Services District
Administrative Control Board
Meeting Minutes of August 27, 2024

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

Board Members Excused: Leonard Call

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

1. Welcome – Russell Porter, Chairman. Welcome to our new Operations Advisory Committee Chair, Deputy Chief Jared Taylor.

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 18, 2024

    The motion to approve the minutes from Weber Area Dispatch 911 and Emergency Services District Administrative Control Board meeting on June 18, 2024 Robert Dandoy. James Harvey made the second motion. Motion carried by unanimous vote.

4. Action Items:

    a. Operations Policies

        i. O-I-001 Call Taking: Cleaned up language pertaining to our old phone system. To promote better customer service, we removed the outdated language of asking non-emergency callers to call back on a non-emergency line. Changed the language to handling and relaying information to other PSAPs instead of transferring the call. Only transferring if it is in the best interest of the caller.

        ii. O-L-005 Air Ambulance & Air Support: We now have only one Air Ambulance in Weber County. All requests for Air Ambulance will go to Life Flight. If they are not able to go, they will contact another company to take the call. We will watch this very closely to ensure that it is working the way we want it to.

    A motion to approve the changes to Operations policies O-I-001 Call Taking and O-L-005 Air Ambulance & Air Support was made by Richard Sorensen. Gage Froerer made the second motion. Motion carried by unanimous vote.

b. Personnel Policies

i. P-014 Employee Benefits: Merged P-019 Other Employee Benefits into this policy and cleaned it up.

ii. P-019 Other Employee Benefits-RESCIND

iii. P-083 Leave Practices: Clarification of the amount of Leave Accruals earned to be more specific.

James Harvey made the motion to approve the changes to Personnel polices P-014 Employee Benefits and P-083 Leave Practices; and rescind policy P-019 Other Employee Benefits. Bejamin Nadolski made the second motion. Motion carried by unanimous vote.

c. Memorandum of Agreement with BEMS: The BEMS is now under the Department of Public Safety requiring a new agreement. This is for the BEMS grant we receive yearly. Also, a request that the motion approves the Executive Director to sign on behalf of the District since an electronic signature has been requested.

The motion to approve the Memorandum of Agreement with BEMS and allow the Executive Director to sign electronically was made by Gage Froerer. Richard Sorensen made the second motion. Motion carried by unanimous vote.

d. UCA Agreement for PSAP Support Services: With the new radio system UCA will be providing us, free of charge, radio dispatch consoles. This is an agreement for us to receive and use the consoles and outlines responsibilities. Bryan has reviewed this agreement.

The motion to approve the UCA Agreement for PSAP Support Services was made by Robert Dandoy. James Harvey made the second motion. Motion carried by unanimous vote.

e. Second Amendment to Agreement Long Term Disability Program: PEHP is lowering their rates. Our current agreement does not allow them to change rates without a new agreement. This new agreement will also allow them to lower their rates in the future without a new agreement.

A motion to approve the Second Amendment to Agreement Long Term Disability Program was made by James Harvey. Robert Dandoy made the second motion. Motion carried by unanimous vote.

5. Public Hearing:

a. Motion to adjourn public meeting and convene public hearing.

The motion to adjourn public meeting and convene public hearing was made by James Harvey. Bejamin Nadolski made the second motion. Motion carried by unanimous vote.

b. Public hearing on adjustments to 2024 Budget: No comments made.

c. Motion to adjourn public hearing and reconvene public meeting.

The motion to adjourn public hearing and reconvene public meeting was made by Richard Sorensen. James Harvey made the second motion. Motion carried by unanimous vote.

d. Resolution No. 2024-002 – Revising the Operating Budget of Weber Area Dispatch 911 and Emergency Services District For the 2024 Calendar Year. With the new radio system we will have, we discovered we need to update our Fire Alerting System. This is to add $47,000 to purchase this upgrade from WestNet.

A motion to approve Resolution No. 2024-002 – Revising the Operating Budget of Weber Area Dispatch 911 and Emergency Services District For the 2024 Calendar Year was made by James Harvey. Robert Dandoy made the second motion. Motion carried by roll call vote:

Robert Dandoy – Aye
Leonard Call – Absent
James Harvey – Aye
Russell Porter – Aye
Gage Froerer – Aye
Benjamin Nadolski – Aye
Richard Sorensen – Aye

6. Chairman's Report – Russell Porter, Chairman: Glad to be back, and shares his appreciation for everyone here and what they do.

7. Director's Report – Kevin Rose, Executive Director: P25 radio project will be delayed. A software bug was discovered. UCA is working with Harris to fix and test this. Hopefully, we will be able to cut over by the end of the year.

   We are moving forward with the Power DMS, Power Ready, and Power Time software. Our last step is scheduling and timekeeping in Power Time. It is great to have everything in one place.

   We are excited about the new contract with Everbridge, the new emergency notification system. One piece that we are looking forward to is the citizen connect feature which will allow us to send notifications to cell phones without people needing to subscribe. We are optimistic that this will bridge the large gap we have with the current system. Our first priority will be training the dispatchers.

   AI is beginning to come into the 911 world. Motorola, our current vendor for CAD, EMS, and our telephone system, has a new product that utilizes AI to assist with non-emergency

calls. This will help take this call volume away from our dispatchers. The long-term goal is the ability to offload the non-urgent, low priority services, and increase our band width and focus on what we are here for, emergency services. We are hoping to do beta testing soon.

We are currently working on the 2025 budget. We are in the process of getting bids and working on the numbers for our budget.

The Incident of the Month for July involved dispatchers Trevor and Heather who are being recognized for their outstanding performance in handling calls related to an unknown medical problem. Their swift and efficient actions were instrumental in saving the life of a female suffering from severe heat stroke. According to the responding deputy, without their prompt response, the individual would not have survived another ten minutes. On July 21st Trevor took a 911 cell call where nothing was said, but he could hear what sounded like breathing or shuffling of the phone. After a minute and 7 seconds he disconnected and called the line back. A female did answer but again could only hear breathing and then about 30 seconds she very faintly whispered "help me" a couple of times. Trevor had already entered the call in as a 911C using the phase 2 location and noted it was within 19 meters. He was able to immediately just change the call to a 32D and get units going. This call was in Mountain Green with volunteer responders, getting the call entered for medical quickly was critical. For the next 12 minutes Trevor stayed with her on the line trying his best to understand what was occurring. It was obvious she was in distress, not able to talk above a slight whisper and even that seemed very difficult. Her breathing was quite heavy, she was crying, and kept saying "help me." Realizing she wasn't able to speak, Trevor asked her to push buttons on her phone to answer questions. Once for yes and twice for no. Between this and the few words she was able to say, he was able to understand she was in a 4dr blue car, she was alone, but she did keep saying "white". Trevor let her know within this time that he wasn't sure what was wrong, but he did have help on the way to her. Then let her know when they were in the area of the Sinclair looking for her. Her breathing became very heavy, and she was able to say "back" a couple of times. The line then disconnected. Trevor attempted to call her back, but she had called 911 back herself, getting Heather. Heather immediately realized she had Trevor's caller and added it to the notes. The female was still breathing heavily and whispering just a couple words of help me and white. Just after a minute into Heather's being on the line with her the female was no longer heard, no breathing, no response, nothing. The deputies asked to have Heather stay on the line, as they were knocking on vehicles and yelling to try and be heard through the phone. After 13 and a half minutes Heather was able to hear knocking, as the deputies located the right vehicle, which was a white (silver) Rav 4. Deputy Stewart called up to thank the two dispatchers for doing an outstanding job and let them know they saved her life. She was suffering from severe heat stroke and if they hadn't been so persistent she wouldn't have lasted another 10 minutes without medical attention. They were able to pull her out of the vehicle, administer oxygen and do an EKG, before transporting her urgently to the hospital. This is a great example of what we do. The actions of these dispatchers and the entire team that night was able to save a life.

8. 2024 Budget Report – Kevin Rose, Executive Director: We are currently 65% through the calendar year. We are under budget so far this year. We are under budget in revenue because most of our revenue is received closer to the end of the year.

9. Next Meeting September 24, 2024. A motion to adjourn was made by Robert Dandoy. Richard Sorensen made the second motion. Meeting adjourned.

Respectfully submitted by Kathy Stokes

Director: _____ Date: 11/19/24