

Weber Area Dispatch 911 and Emergency Services District  
Administrative Control Board  
Meeting Minutes of August 26, 2025

**Board Members in Attendance:** Robert Dandoy, Gage Froerer, James Harvey, and Leonard Call

**Excused Board Member:** Russell Porter, Benjamin Nadolski and Richard Sorensen

**Additional Attendees:** Executive Director Kevin Rose, Deputy Director Scott Freitag, District Attorney Bryan Baron, Captain Armando Perez, and Office Manager Kathy Stokes

1. Welcome – Robert Dandoy, Vice Chair
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 24, 2025

A motion to approve the meeting minutes from the Weber Area Dispatch 911 and Emergency Services District Administrative Control Board meetings on June 24, 2025 was made by James Harvey. Gage Froerer made the second motion. Motion carried by unanimous vote.

4. Action Items:
  - a. Operations Policies
    - i. O-K-010 Mayday, Emergency Radio Alarm, and Fire Fighter in Need of Law Enforcement Assistance  
Correction of incorrect reference in section 4.
    - ii. O-E-003 Radio Issues Policy

Updated to reflect the new radio system. Moving from the 800 MH system to the new P25 system required substantial changes, therefore we recommend archiving the old policy, and replacing it with the updated policy outlining the operational procedures in the event the radios go down.

A motion to approve the changes to the Operational Policies O-K-010 Mayday, Emergency Radio Alarm, and Fire Fighter in Need of Law Enforcement Assistance and O-E-003 Radio Issues was made by Gage Froerer. James Harvey made the second motion. Motion carried by unanimous vote.

b. Personnel Policies

i. P-060 Electronic Communications

Added language under the "Computer Viruses and Malware" section to address increased ransomware attacks noted in the state and local counties. Introduced use of "KnowBe4" software for employee training and simulated phishing campaigns to gauge and improve security awareness. Added new paragraph B allowing employees to report suspicious emails via a quarantine button that notifies IT. Paragraph C added to conduct periodic phishing campaigns with mandatory training assigned to those who fail. Failure to complete training timely, repeated failures, or introducing malware may result in employee discipline. Emphasis placed on employee responsibility to safeguard network systems.

ii. P-069 Quality Assurance & Improvement

Minor updates to the Fire QA policy following expansion of AI-assisted QA programs on Police to Fire calls. Adjustments made to QA categories and integration.

A motion to approve the changes to personnel policies P-060 Electronic Communications and P-069 Quality Assurance & Improvement was made by James Harvey. Leonard Call made the second motion. Motion carried by unanimous vote.

c. Financial Policies

i. F-006 Community Reinvestment Areas

A policy on CRAs and TIFs was drafted based on the county's existing policy as a starting point. Adjustments were made to fit the District's structure, notably removing the review committee used by the county. Instead, the CRAs are reviewed directly by the Executive Director with financial input and a recommendation made to the Board for final approval.

A motion to approve policy F-006 Community Reinvestment Areas was made by Gage Froerer, adding the comment suggesting that there are yearly required updates. Leonard Call made the second motion. Motion carried by unanimous vote.

5. Public Hearing:

a. Motion to adjourn public meeting and convene public hearing

A motion to adjourn public meeting and convene public hearing was made by James Harvey. The second motion was made by Gage Froerer. Motion carried by unanimous vote.

b. Public hearing on adjustments to 2025 Budget

The hearing is held to discuss the replacement of hardware for the Flex and RMS server planned for the 2026 budget. The vendor, Motorola, has been consulted to initiate the process. The server software used is VMware, which has been the industry standard for years. Recently, VMware was acquired by a company called Broadcom, which has eliminated the lower-tier pricing options, significantly increasing costs. This change has impacted the budget as VMware licensing for the server would cost approximately \$250,000 more. VMware licensing is set to expire in February, creating a time constraint for the server replacement project. If budgeted next year, as planned, the project could not be completed before the license expires. The proposal is to amend the capital project budget to increase by \$372,000 to cover the accelerated purchase and installation costs. This cost is anticipated and accounted for in the long-term capital projects budget. The estimate is provided by Motorola. Other vendors under state contract are being contacted to seek more competitive pricing, aiming potentially to reduce costs.

c. Motion to adjourn public hearing and reconvene public meeting

A motion to adjourn public hearing and reconvene public meeting was made by Leonard Call. James Harvey made the second motion. Motion carried by unanimous vote.

d. Resolution No. 2025-003 – Revising the Operating Budget of Weber Area Dispatch 911 and Emergency Services District For the 2025 Calendar Year

A motion to approve Resolution No. 2025-003 – Revising the Operating Budget of Weber Area Dispatch 911 and Emergency Services District For the 2025 Calendar Year was made by James Harvey. Leonard Call made the second motion. Motion carried by roll call vote:

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

6. Chairman's Report –Robert Dandoy, Vice Chair

Nothing to report. Introduction is made of Captain Armando Perez of Roy City Police Department and the new Operations Advisory Committee Chair.

## 7. Director's Report – Kevin Rose, Executive Director

Incident of the Month: On June 19, 2025, at approximately 1309, Lisa received a 911 call from a female caller who provided her location once before reporting that someone was wielding a knife. The caller screamed multiple times, after which the line went silent. Lisa's actions were exemplary: She quickly entered the call into the system, utilizing available resources to confirm the address. Lisa remained on the line, listening intently for any additional information, even after the caller stopped responding. She attempted multiple times to communicate with anyone at the scene but received no response. Lisa diligently entered notes capturing the sounds and details she heard, ensuring critical information was documented for responding units. Approximately four minutes later, Jennifer received a second 911 call from a male at the scene. The caller stated he was experiencing a psychotic break, believed he had killed his mother, and mentioned a knife behind her. He expressed desperation, stating police could shoot him if they wished. Jennifer's response was calm and effective: She instructed the caller to put her on speakerphone and raise his hands to ensure he was not perceived as a threat. Jennifer remained composed, reassuring the caller that police did not want to harm him, which helped de-escalate the situation. While managing this critical call, Jennifer was also assigned to the Fire 2 channel. Recognizing the need to focus on the crisis call, she delegated Fire 2 responsibilities to Meagan, ensuring uninterrupted attention to the caller. Jennifer updated fire units promptly, informing them when it was safe to enter the scene and ensuring they staged appropriately until the scene was secure. Officers could be heard arriving and interacting with the male caller, indicating Jennifer's effective coordination with responding units. Joshua managed the Ogden PD channel during this incident, demonstrating efficiency and professionalism: Upon receiving the initial call, Joshua toned the call and dispatched units quickly. When the call was updated to a stabbing, he promptly informed responding officers of the change in call type. Joshua remained calm, entering accurate and detailed notes to keep units informed. He ensured medical units were instructed to stage due to the unsecured scene, prioritizing responder safety. At the request of unit 2FS1, Joshua toned and cleared the channel for emergency traffic only, adhering to protocol and facilitating critical communications. Meagan provided critical support by taking over the Fire 2 channel from Jennifer: Her willingness to assume Fire 2 responsibilities allowed Jennifer to focus entirely on the crisis call with the male suspect. Meagan ensured fire units received timely updates and maintained operational continuity on the Fire 2 channel. This incident was a high-stress, rapidly evolving situation that could have had even more severe consequences without the coordinated efforts of the dispatch team. The teamwork displayed was instrumental in managing this tragic incident. The ability to work cohesively, delegate tasks, and maintain professionalism under pressure prevented further escalation and ensured responders had the information needed to act effectively. This was a very challenging call, especially for the call taker. The caller didn't actually give her the address; she was able to use the technology we have to pinpoint the exact address. It was a tragic outcome, but could have been a lot worse.

There was a fire in North Ogden, resulting in a significant increase in call volume. On the day of the fire, between 2:00 PM and 5:00 PM, the dispatch center handled 275 calls. On the day of the incident, the total calls reached 649—representing a 137% increase. Despite this surge, the dispatch center met state and national standards with 92% of calls answered within

10 seconds and 95% within 20 seconds. This performance highlighted the team's exceptional ability to manage high call volumes while maintaining response quality.

We recently completed a new recruitment group. The results are: 262 applications (up from 151 previously), 98 tested (up from 51 previously), 24 interviews, 6 went to backgrounds, 3 were hired. We are still down one employee.

We received preliminary results on the compensation study. We are waiting for additional information. Given the current budget timing (end of August), salary adjustments will likely be incorporated into the 2026 budget planning process. Discussions will continue on the recommended actions and options.

8. 2025 Budget Report – Kevin Rose, Executive Director

We are 65% through the year and well under budget. The personnel budget is currently 10% under, which is our largest expense. All other accounts are also under budget. We don't anticipate any over expenditures this year.

9. Election of Administrative Control Board Officers

Gage Froerer made a motion to nominate Russell Porter as Chair and James Harvey as Vice Chair for the next 2 years. Leonard Call made the second motion. Motion carried by unanimous vote.

10. Next Meeting September 23, 2025. A motion to adjourn is made by Leonard Call. Gage Froerer made the second motion. Meeting adjourned.

*Respectfully submitted by Kathy Stokes*

Director:



Date:

9/24/25