

Weber Area Dispatch 911 and Emergency Services District
Administrative Control Board
Meeting Minutes of September 23, 2025

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

Excused Board Member: Leonard Call 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 – Russell Porter, Chair
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 August 26, 2025

A motion to approve the minutes from Weber Area Dispatch 911 and Emergency Services District Administrative Control Board meetings on August 26, 2025 was made by Robert Dandoy. James Harvey made the second motion. Motion carried by unanimous vote.

4. Action Items:
 - a. Personnel Policies
 - i. Language Interpretation

The policy involves certifying employees who speak foreign languages proficiently, specifically Spanish, to handle calls independently without third-party interpreters. Current interpretation services are expensive and sometimes have quality and delay issues. The proposed changes include: Certified employees would serve as the first line for any 911 or other calls requiring their language; If certified employees are unavailable, third-party interpretation services will be used; Certified employees will receive an additional \$1.00 per hour as language differential pay for providing these services

There was discussion on concerns about employees certifying for languages they may not frequently use. The solution proposed limits the policy currently to Spanish only to reduce unnecessary costs.

A motion to approve the changes to the Language Interpretation policy with the limitations for Spanish translation only was made by James Harvey. Benjamin Nadolski made the second motion. Motion carried by unanimous vote.

ii. P-055 News Media Relations

The existing policy, which has been in place for several years, has been reviewed and updated to reflect recent changes, especially after switching to the new encrypted police radio system. The department maintains a website that provides media with access to ongoing call information without revealing exact addresses, only general locations like blocks are disclosed. This tool allows media representatives to log in and see incident summaries, fostering transparency despite encryption. Recently, there have been requests for access replace individuals or entities not originally intended to have such privileges. Discussions with Bryan highlighted that the current policy lacks clear criteria defining who qualifies for access to the media portal and what requirements must be met. To address this, explicit language will be added to define access eligibility. The new language aims to ensure that only credentialed, legitimate media members, as opposed to unverified social media personalities such as TikTok channel owners, are granted access. This addition will give a formal policy basis to manage access requests and deny those who do not meet the established criteria.

A motion to approve Policy P-055 News Media Relations was made by Gage Froerer. James Harvey made the second motion. Motion carried by unanimous vote.

b. Financial Policies

i. F-002 Travel Policy

Changes to existing policy that was severely outdated and required significant updates. The revised policy was largely adapted from Weber County's travel policy, with specific modifications to suit the District's requirements. Key additions included safety recommendations such as prohibiting drunk driving, mandatory seatbelt use, and adherence to laws during county time travel. The updated policy aligns with national standards and Weber County's practices, especially regarding mileage reimbursements for in-state travel and training, updating the meal allowance replacing a fixed \$10 (considered inadequate) to standardized federal rates.

A motion to approve policy F-002 Travel Policy was made by James Harvey. Robert Dandoy made the second motion. Motion carried by unanimous vote.

5. Discussion on exploring the possibility of providing dispatch services for Brigham City

We have been approached by Brigham City about switching their dispatch services to Weber 911. This agenda item is not about making a decision but about determining if the board supports investigating the feasibility, costs, operational impacts, and benefits. Advances in technology, such as GEO routing of 911 calls and the statewide P25 radio system, now enable seamless integration of dispatch services. This capability did not exist 5-7 years ago. Weber 911 could receive and directly route calls originating within Brigham City boundaries, minimizing call transfers and improving response times. Additional systems like the statewide CAD system are coming soon to allow electronic resource requests between agencies.

There was a discussion on concerns of operational capacity and staffing. Currently, Weber 911 has adequate physical capacity and bandwidth to absorb Brigham City's dispatch functions without major impacts. The operations floor was designed as a 30-year capacity plan with room to double console capacity. The board recognizes the need for transparency and engagement with the DPS and other agencies. The discussion acknowledged potential broader regional collaborations in the future, including other Box Elder cities like Willard and Perry, possibly leading to further expansion. Also, consideration for the growing populations that are expected in Weber and Morgan counties. There was strong consensus on the ethical responsibility to enhance public safety regionally. However, the board emphasized maintaining service quality and political prudence to avoid conflicts that might compromise officer safety. Regional cooperation and strategic planning are viewed as essential for long-term public safety improvements across northern Utah counties.

The board supports this study, but requested a formal written request from Brigham City leadership to authorize a detailed study and documentation. This would facilitate transparent, documented evaluation and protect against political misunderstandings. The study would include operational, technological, financial, and political impact assessments to produce a comprehensive recommendation for the board's further consideration.

6. Chairman's Report –Russell Porter, Chair

Expressed his appreciation and is looking forward to another 2 years as the Chair.

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

Incident of the Month: August was relentless. Fires, crashes, pursuits, tough medicals, and even harassing callers. It felt like the whole month *was* an incident of the month. But through it all, our team showed up, leaned on each other, and got the job done. Still, since one incident had to be chosen, the North Ogden wildfire stood out as the event that best captured the teamwork and dedication of our center. On August 13th, our center was tested with an event that truly showcased what teamwork should look like. A vehicle fire in North Ogden quickly spread into the dry grass on the mountainside, and before long, the situation grew into a fast-moving wildfire. Calls poured in from every direction—reporting flames, smoke, hikers in the area, and later, homes in danger. The phones were relentless. In the first hour alone, over 200 calls came through, with hundreds more continuing for hours afterward. By the end of the day, we had managed more than 1,600 incoming and outgoing calls for the day, all while

continuing to answer unrelated medical, police, and fire calls from across the county. Even with the extreme volume, our abandoned call rate was impressive, which speaks to the way everyone pulled together to make sure every call was answered. At the same time, radio channels were overflowing with requests for resources, updates, and evacuation orders. Fire channels were some of the busiest we've ever seen, and every dispatcher stepped in where needed to support one another. Until a command post was fully established, our center became the main point of contact for panicked homeowners, citizens in surrounding counties, and outside agencies. What stood out most wasn't just the fire itself, but the way our team responded. Dispatchers, leads, and supervisors all worked side by side, trusting each other to handle their part while never losing sight of the bigger picture. It was a powerful example of professionalism, resilience, and the kind of teamwork that defines what our center is capable of. Kevin expressed his appreciation for the dispatch team and how impressed he was with their call answer times during this incident.

Personnel: One employee resigned this month to pursue a full-time position aligned with his passion. Although it is sad to see him leave, we support his decision. Our three new hires are progressing well; this is their first week on the floor. They benefited by using Comms Coach AI QA software with about 60 AI simulated calls during training, which proved highly successful. A news story aired on KSL about our use of AI simulated training.

Compensation Survey: The compensation survey results have returned. A meeting is scheduled for Thursday with HR and Baker Tilly to review findings. Initial results show pay ranges are close to market standards, with only slight adjustments recommended. However, there is a noted issue with pay compression. We plan to address this in more detail next month.

There was a discussion pointing out that recruitment is currently strong, with 262 applicants recently for three new hires. Entry wages remain competitive, though the District cannot match the highest wages (e.g., \$28/hour starting at DPS or \$29/hour at University of Utah). The focus is on retention and adequate compensation to avoid becoming a training ground where employees leave shortly after becoming proficient. There are also issues with lateral hires. An example was given of a former dispatcher with 15-16 years of experience considering returning but facing a significant pay cut compared to her current employer in a neighboring PSAP, illustrating attraction challenges for lateral hires. The District has a pay-for-performance system in place. The goal is to ensure high performers advance and are rewarded properly, which may help alleviate compression issues. The compensation study involved 17 peer organizations and about 200 job categories. The upcoming Thursday meeting will highlight pay ranges and employee placements by years of service and identify compression problems. As always, budget constraints remain a limiting factor in wage increases and retention efforts. Strong emphasis was placed on valuing the workforce and ensuring they feel appreciated. While wages and retention are important, the District also prioritizes culture, training, support from the board, and not engaging in wage wars detrimental to taxpayers and the health of the District.

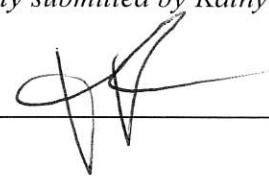
8. 2025 Budget Report – Kevin Rose, Executive Director

We are 73% through the year. We will see a large amount of our revenue come in November with the property taxes. All expense accounts are within budget including our largest account, personnel. It is anticipated that expenses will remain within budget through the end of the year.

9. Next Meeting October 28, 2025. A motion to adjourn was made by James Harvey. Robert Dandoy made the second motion. Meeting adjourned.

Respectfully submitted by Kathy Stokes

Director:



Date: 10/28/25

