

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD

*February 12, 2014 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City*

MEMBERS PRESENT: Chief Doug Diamond, West Jordan Police; Chairman
Chief Andy Butler; West Jordan Fire, Vice Chairman
Chief Craig Burnett, Murray Police
Chief Robby Russo, Cottonwood Heights Police
Chief John Roberts, Bluffdale Fire
Chief Marc McElreath, West Jordan Police
Chief Shane Hudson, UPD
Chief Lindsay Shepherd, South Jordan Police
Chief Bryan Roberts, Draper Police
Chief Gil Rodriguez, Murray Fire
Chief John Evans, West Valley Fire
Chief Larry Marx, West Valley Police
Chief Eric Sandstrom, UFA
Chief Ron Morris, South Salt Lake Fire

MEMBERS ABSENT: Chief Lee Russo, West Valley Police

OTHERS PRESENT: Chief Dean Waters, Police Users Chairman
Chief Clint Peterson, Fire Users Vice-Chairman
Chief Dwayne Ruth, South Salt Lake Police
Mr. Dave Shopay, West Valley Police
Mr. Brett Rawson, Attorney for FOP
John I. Morgan, VECC Executive Director
Jeff Monson, H.R. Manager
Mark Whetsel, TS Manager
Gigi Smith, Police Operations Manager
Beth Todd, Fire Operations Manager
Chris Dunn, Operations Supervisor
Terry Shaw, Operations Supervisor
Leslie Devey, Operations Supervisor
Andrea Oldham, Admin. Services Manager

APPROVAL OF MINUTES, DECEMBER 11, 2014 OPERATIONS BOARD MEETING

Motion –

. . . by Chief Gil Rodriguez, that the minutes of the December 11, 2014 of the Board of Operations be approved as written; the motion was seconded by Chief Shane Hudson, the motion passed unanimously.

USER GROUP REPORTS

Tech Users Group

Mark Whetsel reported that starting in mid-March, they will be working with Spillman doing some beta testing on the training database. They have been waiting for Spillman to get certified with ESRI on their 10.2 software update. There are a few agencies looking forward to this which will address some of their addressing issues. On Tuesday, February 25, 2014 at 0630, a 14.11 Spillman patch will be installed and they are expecting a 30-minute down time. Emails will go out as a reminder. In early January, CenturyLink had a county-wide internet outage, losing a card in one of their routers, which caused not only VECC but almost every other agency in the valley to go down. They have a new card they will be installing on February 19th between 0300 and 0600, which will take down the internet for approximately 15 minutes.

Fire Users Group

Vice Chairman Clint Peterson reported that the fire charter has been updated and approved by the Board of Operations. It will be emailed out to everyone. It was recommended that if VECC receives a 9-1-1 call for Fire or Medical at an address in SLC's 9-1-1 jurisdiction area but is close to VECC's border, VECC will keep the caller on the line and dispatch a unit to the call and then forward the information to SLC's CAD system. The agency that will be most impacted is South Salt Lake. VECC advised that they met the acceptable accreditation score for EMD in the month of January. Currently, EFD is the only protocol that requires a drop time on alarm drops. VECC is requesting that medical and fire alarms also ask a drop time and a recommendation was made for this request. It was determined that it was alright for dispatchers to disconnect the line once medical is right with the patient or when the officer arrives and permits the caller to disconnect. There is a scanner issue with a gentleman who has a twitter account, which is putting out information which includes a direct link to live radio traffic. They put out a heads up for the crews to be aware. They conducted a small training on the police send card protocol. The powerpoint training will be sent out. On the 17 card versus the 53 card for a public assist, it was recommended that when calls come in for a lift assist where a fall has not occurred, the dispatcher will use the 53 "Public Assist" card.

Motion –

. . . by Chief Marc McElreath, to implement the Fire Users recommendation between card 17 and 53, seconded by Chief Gil Rodriguez, the motion passed unanimously.

Police Users Group

Chief Dean Waters explained that Leslie Devey went over the send protocol and they discussed the importance of relaying the information back to dispatch when they get patient condition. There was a powerpoint presentation put together which will go out to everyone. The 10-200 policy is still being worked on. However, they still need some information from the user group concerning any changes they would like made to the policy as well as locations officers would be placed in the event that a 10-200 call is put out. Gigi Smith has been briefing them on the Chiefs' meetings. They also went over the information on the individual with the Twitter account. Finally, he reminded everyone requesting audio from VECC, the request needs to come from a Sgt. or above.

EXECUTIVE DIRECTORS REPORT

Strategic Plan Update

John Inch Morgan commented that back in November, the Board went over a number of strategic issues and developed a number of bullet points, which was sent out along with the agenda. John would like to identify what the top 5 priorities are that the Board would like to accomplish this year. In looking at budget issues, he wants to know what things should be looked at to either put into this years' budget or in the strategic plan. One of the most important things previously discussed to concentrate on is the CAD, which is being focused on right now. Some of the other things, when looking at technology, is not just the CAD but every other communication function that we have. One of the bills up at the legislature this year, sponsored by Senator Harper, involves consolidating dispatch centers so that there is only one PSAP in every County. This was modified yesterday to a functional consolidation, where everyone is on the same page as far as communication, or has the ability to deal with different things. Senator Harper's big thing was transferred calls. He would like to, over a years' period of time, put together a strategic plan dealing with functional consolidation in every county, which will also include Salt Lake County. Governance wouldn't change but everyone would operate under the same SOP's, the same dispatching functions, the same CAD, the same telephone system, etc. The 9-1-1 fees that are distributed by UCA and the 9-1-1 committee have been proposed to be held in abeyance so that they are allocated for a years' period of time until the strategic plan is put together which identifies exactly what functional consolidation means. Another issue to be implemented is achieving accreditation for EMD and EFD. High-level of turnover has been addressed, and in increasing the starting wages and correcting compressions, this has given us the ability to recruit and retain at a higher rate. One of the difficulties of being understaffed is that it puts a lot of pressure on a lot of people. Regardless of what the compensation is, part of this is dealing with making sure employees are not feeling overworked or over-burdened. John would like to build an Esprit De Corps and a closer connection between dispatchers and the entities they service. On the Fire side, technology, specifically Zetron, and station alerting, should be points of discussion. As the bond payment on the VECC building retires in the next 18 months, it will give us an opportunity in purchasing new equipment, if this is the route the Board would like to take. Chief Diamond also brought up consolidating RMS systems as one thing to discuss. There are definitely things to be put on future agendas that deal with the strategic plans. John will keep the list updated and he will put it out periodically and he will schedule discussion points on each of the major issues over the next few meetings.

CAD Consultant Update

It is now time to develop Focus Groups. The first phase of the study was to be a feasibility study, finding out costs and revenues that make adopting a common CAD feasible. It has been determined that in order to have good costs, an RFP needs to go out. A document was sent out to define the purpose of the focus group and John would like to identify who the employees will be and what their purpose will be. There is a dispatch, TS, Fire, and Police tab, which asks the potential vendors certain things about their product. In looking at the focus groups, a general solicitation went out and we have heard back from the following; for Police: Dean Waters, Chief Russo, Levi Hughes, Aaron Omer, Brian Broadhead, Scott Buchanan, Larry Marx and Brittan Heddlesten. Their duties will be to go through the RFP document and through the tabs for their respective areas and be prepared to discuss each of the elements. Others volunteered were Paul Breneman, Sgt. Mike Street, Jason Knight, Mike Fernandez, and Gigi Smith. For Fire, those volunteered was Mark Owensby, Marc McElreath, Warren James, Mike Dykman, Jason Nichols and Beth Todd. Also included for Fire will be Clint Peterson and Wayne Edginton. For TS, Corbett Ford, Issac Zenger, Nathan Hicks, Tonja Higelman, Mark Whetsel, Lin Shaffer, Tina Algular, Sherri Gonzales, Justin Waters, and Chris Armstrong. Dispatchers will be Martin Webb, Nan Bush, Shelly DeJong, Mary Bane, Dustin Allen and a few VECC managers. John will fill out the schedule and submit it to the consultant, and then the schedule with dates and times will go out to all.

Call-Taking Protocol Progress Report

Leslie Devey mentioned that the accreditation process began January 2014. It was ramped up in April with the change to the new Aqua reporting system and the reports changed from a percentage to a compliant/non-compliant report. The initial training, going through Priority Dispatch, is a great program, but from there, it was found that employees needed continual education. There have been 10-minute trainings created and monthly briefings with all employees. At these briefings, a single topic is selected and reviewed. In April, the non-compliant rate was at 36%, which is high considering the goal is 7%. As they have progressed, and when the Fire Chiefs came and explained the importance of accreditation, the percentage dropped in half. In December, the rate was at 13% and compliance rates of 7% were hit in January. In January, of 129 calls reviewed, 80 calls were high compliant, which means the call was handled perfectly. This percentage was 62%. 34 calls were compliant, which is 26%. The overall rate is 88%. On partial compliance, there were 5 calls, a 4% rate. The goal rate is 10%. Low compliance had 1 call or 1% rating. The goal rate is 10%. 9 non-compliant calls gave us the 7% rating. There have been great improvements made. However, now there is the continuing portion where compliance needs to be maintained for 3 consecutive months in order to receive accreditation. Chief Rodriguez asked Leslie to relay to the dispatchers that he was very pleased and excited for them. Chief McElreath thanked the staff and the work everyone has done to get to this point.

Budget Committee Report

John Inch Morgan sent out an invitation for the Budget Committee, who met and talked about where VECC needs to be with the budget. In looking at the bottom line, it is relatively flat. There is a bit of an increase when looking at expenditures, but not huge. As far as assessments go, they should stay exactly the same in total dollar amounts. This does not mean that everyone's individual assessment will be the same because it's based on a 3-year rolling average. A few things being looked at for add packages include a cost of living increase for employees, just under 2% for CPI and also a pay-for-performance bonus plan going forward. One that is a bonus people will earn based upon their evaluations. Chief Russo asked what the bonus would look like. John hasn't put the bonus into the budget, wanting to have a discussion on it first to see what the feeling would be. He would like to see what is going on in the different agencies before he puts together a number, not wanting to put something in that far exceeds what the cities are doing. The budget will be presented here and to the Trustees next month, but he will put out enough information to adopt the budget in March. The other thing John is proposing is creating a capitol account, where issues can be identified and money can be put into the account to fund it. Chief Roberts wanted to comment that he is not seeing any pay increases for Draper City employees because money is going to other contracts, such as VECC and UFA. This is very sensitive to their employees. John said this is exactly why he wants to hear feedback from the cities.

Legislation

John had a meeting with Senator Harper last night and was given instructions to assist him. The change has been from the brick and mortar consolidation in each County to one PSAP to a functional consolidation, which would affect Salt Lake County as well. The 9-1-1 fees that are allocated to the UCA and the new monies that are being discussed right now will affect everyone. Although there is not a defined number right now, it has ranged from \$0.64 to \$0.86 added to each phone bill to fund the radio system. Also the funds going into the 9-1-1 committee that has been handed out as grants will be held in abeyance until a strategic plan is developed, which will affect us. The UCA fund coming in would be immediately available, but would build the entire backbone, buying new consoles for every PSAP so that everything is compliant with phase 2. This is a 3 – 5 year project going in. It would reduce radio costs from \$23 to about \$5, the way the bill is written right now. This reduction in cost should help the agencies replace their phase 1 radios with phase 2-compatible radios.

This will cost a lot of money. There are a few agencies that have the compatible radios, and most have a plan to get there in the near future. Everyone will have the chance to write the legislation and the strategic plan, putting into it what we think is functional and not have it dictated from the state.

EMPLOYEE GROUP PRESENTATION RE; FOP REPRESENTATION

Brett Rawson, general council for the Utah Fraternal Order of Police came to do a presentation. He reported that the FOP has grown to about 350,000 law enforcement officers nation-wide, and Brett's firm provides legal services for those members here in the state of Utah. Within the last year, an inquiry was made as to whether or not non-sworn members of law enforcement agencies were eligible for legal services. He found out that nationally, there are associate members who do qualify so long as they are working for a related agency, such as VECC. They provide administrative services, such as an internal affair issue, criminal representation, any allegation of crime, which can impact the members' ability to access BCI and UCJIS. Processes are improved when there is representation all the way around. The FOP is not a union and is classified as a labor organization for purposes of state law. John mentioned that this does not require any action by the Board. He invited Brett to come and give more information. VECC's role in this would be to allow payroll deduction if the employee wanted coverage. The other purpose would be the desire for employees and members to be associated with their agencies. The FOP can help with this, in attempt to create a law enforcement family, which exists among 1/3 of the law enforcement officers in Utah and invites the non-sworn personnel to be members of this family. The monthly dues are \$5.00 per month. If they elect to have the legal representation, it goes to \$25.00 per month.

ROUND TABLE/TOPICS FOR FUTURE MEETINGS

The Board members had nothing to address.

The next meeting will be held on Thursday, March 12, 2015 at 10:30 a.m.

The meeting adjourned at 11:45 a.m.