

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD

March 12, 2015 – 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 Marc McElreath, West Jordan Police
Chief Shane Hudson, UPD
Chief Lindsay Shepherd, South Jordan Police
Chief Larry Marx, West Valley Police
Chief Warren James, UFA
Chief Ron Morris, South Salt Lake Fire
Chief Mike Dykeman, Murray Fire

MEMBERS ABSENT: Chief John Evans, West Valley Fire
Chief Bryan Roberts, Draper Police
Chief John Roberts, Bluffdale Fire
Chief Robby Russo, Cottonwood Heights Police

OTHERS PRESENT: Chief Dean Waters, Police Users Chairman
Chief Chris Kinzel, West Jordan Fire
Chief Mark Ownsbey, West Valley Fire
Chief Dwayne Ruth, South Salt Lake Police
Mr. Dave Shopay, West Valley Police
John I. Morgan, VECC Executive Director
Jeff Monson, H.R. Manager
Mark Whetsel, TS Manager
Gigi Smith, Police Operations Manager
Chris Dunn, Operations Supervisor
Terry Shaw, Operations Supervisor
Leslie Devey, Operations Supervisor
Darlana Quinn, Operations Supervisor
Becky Nielson, Operations Supervisor
Andrea Oldham, Admin. Services Manager

APPROVAL OF MINUTES, FEBRUARY 12, 2015 OPERATIONS BOARD MEETING

Motion –

. . . by Chief Marc McElreath, that the minutes of the February 12, 2015 of the Board of Operations be approved as written; the motion was seconded by Chief Lindsay Shepherd, the motion passed unanimously.

USER GROUP REPORTS

Police Users Group

Chief Dean Waters reported that there was discussion about whether or not dispatchers should capture DOB's on complainants as they come in. The discussion involved whether or not they were entered into the system in the names table and if they were recoverable or not. Gigi is working on this and they will have more information soon. They talked about on-line reporting. Some agencies have this and some don't. It was asked if dispatchers should relay information to people calling in about on-line reporting. Once the call comes in to dispatch, they are entering in information at that time, capturing the information as it comes in. It was decided that since not everyone has it or the same criteria for it, it would be left up to individual agencies to use things such as social media to take care of it. They also discussed that if calls are waiting or the officers are backed up, should the dispatcher call and notify them to report on-line. The dispatchers are just as busy and so they decided to have the Sergeant make that determination. On the 10-200 status update, they have everything put together in rough draft form. Gigi is compiling all the data and will have this for them soon. They went through several scenarios and reviews of EPD criteria. VECC had an incident where a gentleman called up, sitting in his

car, and had shot himself in the head and was still alive. The discussion was when do fire and police come in and what should the caller do. Citizen safety comes first and the decision was that police would go in first and secure the scene and then fire would come in to assist with the medical.

Fire Users Group

Chief Kinzel reported that they spent a lot of time discussing gunshot wounds. Fire will follow what the Police users have recommended, and they will advise fire not to go to a call until the police are there. If a complainant calls in and asks what they should do, they will be advised to stay away. They talked about accreditation. VECC did not meet the standards in February, which means they have to start over at getting 3 months consecutively meeting standards in order to be accredited. Zulu and final codes were discussed. There is a problem with the zulu codes not being changed to a final dispatch code before the call is completed. Dispatchers were reminded to change the code before they clear the call for record keeping purposes. They went over current house and senate bills. They talked about Station 54 and the West Jordan west side precinct will be opening soon and things are going as planned. There is a concern about Sandy and non-Sandy units going into Sandy city on non-priority calls. It was determined that if the call is within 3 blocks of the city limit, VECC will send their units in and use Sandy's fire channel.

EXECUTIVE DIRECTOR'S REPORT **2016 Fiscal Year Budget**

John Inch Morgan plans to discuss the budget today and then take it to the Board of Trustees next week for approval. He's looking for a recommendation from the Board today. Base budget is \$10,847,000 and is an increase on the expenditure side of the budget of about .24%, which is a flat budget from last year. An interesting part of the revenue is that the projection for E911 revenue will increase by almost 7%, following just the trend analysis. The cause for this is due to more phone lines out in the public which has increased the base number. Total member assessment revenue will stay the same, but doesn't mean that each agency's revenue will stay the same. It is based upon call volume using a 3-year rolling average. One of the big differences and the reason the base budget is maintained is due to the increase in the E911 revenue. Last year, part of the budget re-approved mid-year included some capital expenditures. Some of the back room equipment was upgraded using one-time money, so some of the expenditures this year will decrease. Also mid-year, the Board authorized a compensation adjustment. The entry level salary was brought up to \$14.92 per hour, which mirrors UPD, and then there were some compression adjustments as well. This budget also includes the compensation and benefit adjustment for health care, as the increase was 7.2%. It was anticipated to be much higher. Also talked about in past budget meetings is dedicating accounts to capital accounts. They have not been identified yet, but the accounting has been set up so that it can be done. Some of the major things to be accomplished in the near future will be identified and funds will be set aside until they can be purchased. It is still part of the fund balance which is designated so that there are earmarks for these purposes.

There are 3 additional packages, and John will be adding an additional one, with the passing of HB115. One of the things to talk about will be whether or not VECC elects to have dispatchers join the Public Safety Retirement System rather than the Public Employee Retirement System. The bill passed last night and was signed by the Speaker of the House. What this would mean is that the contribution rate for the Public Employees is about 18.42% and to move to Public Safety, giving dispatchers the 25 year retirement option, which would increase the percent to between 32 and 34% depending on which COLA is designated. The Board of Trustees would be the ones to determine if VECC participates in the Public Safety retirement or not. Locals can choose to join beginning July 1, 2015 or at a later date. One of the add packages put into the budget is a 1.8% COLA. The 12-month average inflation rate for the CPI went up .7%. This is modified by fuel prices dropping by 29% in the last month and now starting to go back up. The Bureau of Labor Statistics calculates the inflation rate and COLA two separate ways. One is an absolute rate and the other one they take out fuel and food because they are the most volatile. Taking those out, it takes the CPI up to about 1.3%. As John has calculated the increase in fuel costs for the summer months, the 1.8% seems to be reasonable. This adoption would cost \$117,000. The second add package is a compensation pay-for-performance package. It would impact the budget \$130,000. It would mean that all employees who meet expectations would get an average of 2%. If they exceeded expectations, they would get something more and if they didn't meet expectations, they would get virtually nothing. The average would be 2% and the \$130,000 would be based upon the performance of the employees in general. The third addition package is a bonus plan, costing \$150,000, is for those individual employees who consistently go out of their way to assist others, are responsive to supervisor assignments, and are available to stay over or come in early to assist when short-staffed. With recruitment and retention, compensation is one of the factors. In looking at employment, VECC has 81 authorized FTE and currently there are 8 positions unfilled. There were 35 employees terminated in 2014 for various reasons. Some of those reasons were stress-related, scheduling and family conflicts, limited career advancement, poor direct supervision, and then there was one employee who retired and one employee passed away.

John explained that in reviewing other dispatch centers compensation, Weber Area Dispatch and Utah Valley have the highest starting salary at \$16 and \$17 per hour, and VECC just increased the start wage to \$14.92. They are both districts with their own tax rates and they have the ability to draw on more money rather than taking from each cities budget. Most have a Dispatch 1 and Dispatch 2 level where VECC has up to a Dispatch 4. Part of VECC's issues is that their employees are cross-trained where some are not. From starting pay to topped out, it takes most employees an average of 10 years. The add packages total \$394,000.

Motion –

. . . by Chief Marc McElreath, to recommend approval of the FY2016 budget with the 3 add packages to the Board of Trustees; seconded by Chief Ron Morris; the motion passed unanimously.

Chief McElreath asked John if fund balance could be used to fund the bonus addition package. John agreed that it could.

CAD Consultant Update

John reported that the consultant and the committee have been aggressively working on putting out the RFP. The feasibility study was done and it was decided to put the RFP out to bid. Everything was moved up and there were focus groups that met together to identify common functionality. An RFP was written and was issued last Friday. It is available on the VECC homepage, both the workbook and the RFP itself. Member inquiries are due on Friday. The consultants sent out invitations to those who expressed interest and then there is also a list of available vendors through APCO and NENA. Questions are to be submitted in writing which are being forwarded to William Romesburg. The answers will be compiled and sent out to everyone registered as an interested party. A Pre-Proposal conference will be held to answer questions. The proposal bid deadline is April 21, 2015. The semi-finalists will be identified on May 1, 2015. Demonstrations will then be the week of May 11 – May 15, 2015 and then a final decision and contract award date will be held May 26, 2015, as long as everything goes as planned.

Call Volume and Call Handling

Gigi Smith reported that as she and John met with the Chiefs in January, the priority at that point was that with the idea of the merge ahead, if they were going to have to start splitting channels or looking for more channels when they are developing and architecture to the Operations floor, this would be when they would want to do it. Comments they received back were that they didn't have any type of a measurement. Mark and Gigi are coordinating with UCA to try and get some talk times to get numbers and stats. There is really no defined measurement that says if the talk time is a certain amount, the channel should be split. They decided that maybe they needed more radio etiquette, such as If the officers are talking on their primary channel vs. moving to their secondary channel, or asking the dispatch to run requests that they could easily run themselves. They are trying to find ways to lessen the radio traffic rather than add to it more and more. Since then, Gigi and John have had some dispatchers come to them and let them know that their channel is too busy. Once she gets numbers back from Jake at UCA, she feels they need to set landmarks. Chief Diamond suggested that if they use better radio etiquette and use Spillman more to communicate back and forth, it will free up radio time. John thinks it's a training issue on both sides. Chief Marx said that there needs to be procedures in place and if officers are going to check the call screen, they need to have just the information needed and not have to sort through lines of clutter. This is something that Spillman has been asked to look at. Gigi informed them that she has a meeting with Spillman and the Academy at 1500 today to discuss this. She will bring information back at the next meeting.

Legislation

HB115, the Emergency Communications Dispatcher Retirement passed the senate. It moves the State Certified Public Safety Dispatchers from the Utah Retirement System to the Public Safety Employees System and reduces the number of years needed for full retirement eligibility from 30 down to 25 years. Employers can participate or stay in the Public Employee System. The cost increases the contribution rate from 18.47% to 32.20% for a 2.5% COLA or to 38.95% for a 4% COLA. It would affect all employees in the agency.

Amendments were made to HB343, Brad Dee's bill. This bill would assess every phone line \$0.71 which would go into a fund that would rebuild the backbone and replace radio consoles and reduce monthly rates of radios to zero. It was amended 4 different times and the phone line assessment was completely taken out. Then they did an executive appropriation of \$19.5 million, which has been taken out and put into the funding bill as a fiscal note. The telecoms also wanted to have 3 seats on the 9-1-1 committee so that they could, as vendors, direct where the grant monies would go. They also put in that, where feasible, the UCA will purchase equipment, service and other items from the private sector. They wanted to have it purchased exclusively from the private sector. The process will begin and Brad plans to come back next year with that fee on phone lines so that the

radio fees can be reduced. A dual system will be run for several years so that the conversion rate will not have to exceed what the replacement rate will be.

SB237 is in rules committee right now, having had its second reading in the house. This authorizes an audit and study of all the PSAP's throughout the state and encourages interoperability. It has a fiscal note of \$75,000 for the study, which would come out of 9-1-1 fees provided for grants.

FUNCTIONAL (VIRTUAL) CONSOLIDATION

John commented that he and Scott Freitag, along with the Sheriff, have discussed the number of calls transferred. One thing brought up was when a call is directed to one of the PSAP's, should that call taker finish the total interrogation rather than transfer the call. Transferring the call is not always the best thing to do. This is something that needs to be discussed in depth in the fire and police user groups as well as Operations, to see how feasible this is. Many of the calls transferred each month are Sandy calls, sent to SLC. If we stay with the calls instead of transferring them, this will impact the number of call takers we have.

SURPLUS PROPERTY

The list of surplus property was sent out for review. Chief Diamond believes everything should be surplus.

Motion –

. . . by Chief Ron Morris, to approve the list of surplus property; seconded by Chief Larry Marx; the motion carried unanimously.

ROUND TABLE/TOPICS FOR FUTURE MEETINGS

Chief McElreath commented that a West Jordan resident wished to show appreciation for a medical call she made and the response she got. The resident came into VECC to recognize the employee and brought her a card and a treat. The call taker was not working at the time but it was presented to her. Chief McElreath complimented the VECC staff for this.

Chief Diamond mentioned that there is a new Station 54 that will have an opening ceremony on April 30, 2015. He invited everyone to attend this. There will also be a public open house on May 2, 2015. Invitations will be sent out as well for this.

The Board members had nothing else to address.

The next meeting will be held on Thursday, April 9, 2015 at 10:30 a.m.

The meeting adjourned at 11:34 a.m.