

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD

April 9, 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 Warren James, UFA
Chief Ron Morris, South Salt Lake Fire
Chief Gil Rodriguez, Murray Fire
Chief John Evans, West Valley Fire
Chief Bryan Roberts, Draper Police
Lt. Mark Askarlund, Cottonwood Heights Police
Chief Jack Carruth, South Salt Lake Police

MEMBERS ABSENT: Chief John Roberts, Bluffdale Fire

OTHERS PRESENT: Chief Mike Dykman, Murray Fire
Chief Dean Waters, Police Users Chairman
Chief Mark Ownsbey, West Valley Fire
Captain Chad Pascau, Murray Police
Corbett Ford, Cottonwood Heights Police
Mr. Dave Shopay, West Valley Police
John I. Morgan, VECC Executive Director
Jeff Monson, H.R. Manager
Mark Whetsel, TS Manager
Beth Todd, Fire Operations Manager
Geana Randall, Quality Assurance
Chris Dunn, Operations Supervisor
Terry Shaw, Operations Supervisor
Leslie Devey, Operations Supervisor
Andrea Partridge, Admin. Services Manager

APPROVAL OF MINUTES, MARCH 12, 2015 OPERATIONS BOARD MEETING

Motion –

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

USER GROUP REPORTS

Fire Users Group

Chief Mark Ownsbey reported that they discussed the fact that Call Taker times were down a little bit, 5 seconds faster on medicals and 4 seconds faster on fire calls. They discussed accreditation and that they were at 9% for the month of March, 10% in February and 7% in January. There are 3 months left to meet accreditation. There are remediation programs for those dispatchers having problems. For the most part, things are going very well. They discussed turn-over and the reasons for it last year. Turn-over was at 30% last year. Higher wages will hopefully help with this, as well as training. Zulu codes were discussed. Some of these codes are not being updated once they have been coded. Beth Todd tracked down when this was occurring and it should be resolved. They also went over VECC policies and procedures and an update on the RFP for the CAD. Chief John Evans asked if VECC would be accredited in 3 months. John Inch Morgan commented that it would be very close but he is pushing it.

Police Users Group

Chief Dean Waters reported that training hours for VECC were brought up. Right now, they have standard training they send dispatchers to, however, they hope to become more involved with the police departments and become more familiar with their training. VECC is asking that if there is free in-house training, they would like to be invited to some of it. They discussed records sharing and NCIC. One of the agencies had an entry where a car was stolen, the complainant was attempted to be contacted when the car was recovered. There was only one contact name listed and couldn't get a hold of him. Their car was impounded. The contact filed a complaint that they had their car stolen and then had to pay a State Tax fee. The suggestion was made that when NCIC information is entered, more than one contact person is listed. Gigi Smith is looking into this. John Inch Morgan further explained that the car was stolen from one jurisdiction and recovered in another jurisdiction. The officer present for the recovery requested that dispatch contact the owner, but they couldn't reach her, and they impounded the vehicle. Chief Doug Diamond feels that something needs to be done in the legislature to change the policy on having to pay a tow fee as well as an impound fee on a recovered stolen. The state should not be taxing someone on a stolen car. On the 10-33 code, there was discussion and a change made. The VECC policy says that on a 10-33, it is 3-beeped out. The user board felt this was a waste of time and interferes with the officer trying to give information. Rather than 3-beep it, the dispatcher will engage with the officer and try to get him help as quickly as possible. There was some concern with discontinuing the 3-beep, some of the members felt that officers could miss important information. If there is an officer trying to get information out, sometimes the 3-beep can take a decent amount of airtime. The conversation went to what will be best for the officer to get the information out so that the dispatcher isn't talking over him or he's being cut off. They thought it would be best to keep the channel as open as possible so that if that officer needs the air time, he has it. They also thought about possibly patching to a regional channel. It would just be that certain channel affected by a certain incident. The 3-beep catches everyone's attention and if someone isn't paying attention to the regular radio traffic, it does help. Many were not comfortable with the decision to discontinue it. Leslie Devey commented that along with the 3-beep, they also turn on the channel marker, which means the beep goes off every few seconds. He will take this back to the user committee and get further clarification. This also includes the 9-code. They also discussed the policy that officers are checked on every 5 minutes. The users wanted to be checked on every 4 minutes instead and the members favored changing it.

EXECUTIVE DIRECTOR'S REPORT

CAD Consultant Update

John reported that the RFP has been out to the vendors for several weeks and the due date will be April 21, 2015. There have been a number of vendors who have requested an extension on this. Last week at the group meeting, this was discussed. It was decided to leave it as is for now and the consultant will contact vendors and find out where they are in the process. John is inclined to suggest it be extended a week. There were more than 100 questions that came in from the Pre-Proposal meeting from various vendors. Most of the questions were on the interfacing of the new common CAD applications. John has asked them to convey that ideally, he wants a contract with a vendor for the common CAD and a price guarantee on other developments for a 3 year period. There might be inflationary costs, but it will give VECC the opportunity to budget and choose from a menu some of the other elements that might be purchased in the future. In negotiating a contract with an individual, John wants to know what the full cost is from end to end. Dates published in the RFP include proposal submission, April 21, 2015 and John will suggest that this be extended for a week. This pushes the other deadlines back possibly a little bit. He still anticipates a contract award with a vendor the last week of May or first week of June.

Call Volume and Call Handling

John wanted to discuss call volume and call handling as he wants the members to understand the figures and the impact to the users. Beth Todd explained several different charts of data. According to the NENA standard, 95% of calls need to be answered within 20 seconds. VECC is right around the 94% mark on a monthly basis. In February and March of this year, due to some of the weather patterns experienced, Beth believes VECC is running around 2,000 calls a month, which is more than what they were last year. The number of calls that rang or were in queue for more than 40 seconds was around 3% for the month. In researching some of these, on March 31st, there was a Murray fire, and there were calls that held for longer than 40 seconds due to sheer volume of calls being dealt with. Abandoned calls, where callers are disconnecting prior to answering, make up about 1%. Per policy, these calls have to be called back to verify the need for help. The CAD2CAD volume shows about 9,000 calls per month between VECC and UPD. VECC is doing roughly 1,700 calls per month to SLC. Of those calls, about 80% of those are VECC sending to UPD. UHP CAD2CAD was brought up on March 23, 2015 and within a 15 day period of time, VECC has processed 704 CAD2CAD calls for them. One thing currently being worked on between VECC, UFA and UPD are back country calls. There isn't a common message being sent out to people. In the back country, there are signs to contact the Alta Marshall's office directly instead of 9-1-1. Sometimes they call out the Marshall, which ends up delaying some of the response if

they have to notify other dispatch centers. Currently, UHP does not have a CAD2CAD with Salt Lake City or UPD, but through VECC they can send it to VECC and it can be forwarded. Another CAD2CAD currently being worked on is with Utah Valley Dispatch, which will be key in the point of the mountain area for responses that sometimes cross county lines. VECC has been working with Utah Valley for a few months now, trying to work out the logistics. Last Thursday morning, Mark Whetsel had a conference call with Utah Valley and they went over a few options and it was decided to not wait for the state-wide initiative to get everything running. They will use the internet for connectivity between VECC and Utah County. Utah Valley needed to verify whether or not they had a SSL security certificate on Spillman so that it can be connected with VECC. Mark will follow up on this and then they will begin the process of connectivity down there. Beth mentioned that another thing being done between dispatch centers to aide in coordination and communication is VECC has created an internal dispatch center only talk group on the consoles. If there is a phone or CAD2CAD problem, they can use the radio channel to make contact. There have been some complaints from citizens or agencies that they are seeing longer hold times. Because VECC is processing a higher call volume for other dispatch centers than they were in the past, the Call Takers are being tied up. Over the next few months, Beth will be bringing in more information on call volume for discussion. Beth discussed the development of new policies to assist in call volume. On the short staffing, swing shift and weekends are especially hit because these shifts are typically filled with newer employees. There is a shift bid coming up on May 10, 2015 which will rebalance where the opens are. The busiest hours for call taking are between 1000 and 2100 with peak between 1400 and 1800. Those working swing shift right now are experiencing enough call volume that they don't have any kind of decompression time in between phone calls. This increases stress a little bit. In discussions with other dispatch centers regarding high turnover, they have talked about a common hiring pool, a dispatch-type academy through a technical college, and a work share between the different centers. VECC continues to hire about 6 employees each two and a half months. This overlaps the two training groups for about two weeks. About 5 months ago, training began directly on channels rather than on call taking due to lack of trainers. This has helped to split the training in two phases, breaking it up every five or six weeks, and then the employee can work independently to assist with call volume for a few months before the second phase of training. A few employees have been moved from other shifts to the afternoon shift. The upcoming shift bid has had shifts blocked and assigned out to make sure the openings have been balanced out. Incentives have been offered and work groups have been created for the employees to get more involved and be able to identify solutions. Also, staffing levels are analyzed daily. Call Takers have been broken up into two groups, beginning with the group that just started last week. 9-1-1 call takers will be screeners, taking each call and screening it, and if it's not an emergency, it will be transferred into a pre-screen queue to allow the Admin. Call Takers handle the call. If it's an in-progress law enforcement call, a fire or medical alarm, immediate threat to life and safety or just a transfer call, the Call Taker will handle these calls. If the call is anything else, such as an animal control, or late-report theft, the Admin. Call Taker will handle these. This will decrease training time to about five weeks and allow them to go out and assist with call volume. It will also encourage dispatchers to assist with phones more because they won't pick up an emergency call while they are manning a radio channel. This will also assist VECC in hiring more frequently. Beth will report back to the members on how this is working out. Mark Whetsel discussed a few charts showing the different shifts and the call volume with hold times as well as answer times.

Legislation

John Inch Morgan summarized a few of the bills currently focused on. SB237 had two major elements; the UCA Board would commission an audit and a study. It would audit the 9-1-1 funding, funds generated by the State, with three pools generated by the State on everybody's phone bill. One is for radio systems, one is for restricted accounts that go out by grant to all the PSAP's as they have needs for equipment and maintenance, and one restricted account for the CAD, put into the bill last year. The audit will be important in looking at how funds are being distributed based on things like call volume and call handling. The other part with the study is the requirement to look at how PSAP's can functionally consolidate. Brad Dee's bill, a companion bill, HB343, looks at whether the funds are being utilized correctly. This will also get into radio systems. This started with \$0.70 on every phone bill to rebuild the backbone to the radio system and would also reduce monthly fees on every radio down to zero. This bill went through without the fee on the phone bill, but it established a study and allocated almost \$20 million to get the study started and start replacing radio consoles. The other bill is HB115, which upon passage will move all State public safety communicators into the Public Safety Retirement System. Historically, non-sworn individuals who work for public agencies, including dispatchers and records management individuals have been in the Public Employee System. This bill allows certified dispatchers to move into the Public Safety system. For locals, it is the option of the governing body. The URS hasn't published anything and it is on an individual basis. The contribution rate in moving would be 18.75% to 32.2%. Total impact could be \$432,000 per year increase. It has not been placed in the budget at this time and it will be something to be discussed by the Trustees.

2016 Fiscal Adopted Year Budget

John Inch Morgan reported that the budget was presented to the Board of Trustees last month and it was approved. As proposed to this group last month, the approved budget is \$11,094,000, a 2.5% increase over the 2015 adopted budget. The agency assessments are based upon call volume. Some agency assessments went up and some went down. The budget included the add packages, which were a 1.8% COLA and a 2% pay for performance increase. John will send each agency their assessments. For the add package which was a bonus program, John proposed that it come out of either fund balance or the surplus at the end of the year. The Trustees didn't deny it but they wanted to wait and see where the surplus was at the end of the year, and then it could be brought back as a year end adjustment for a review. It is currently not included in the budget. In looking at employment facts, VECC just hired 7 new employees, which brings the numbers up a little bit. John also provided a compensation history compared to the CPI as well as comparables with other dispatch centers. John will send this out to the members.

ROUND TABLE/TOPICS FOR FUTURE MEETINGS

Jeff Monson mentioned that next week, April 12th – 18th is National Telecommunicators Week. He wanted to invite everyone to a BBQ on Friday, April 17th at 1200 and see if agencies would be willing to assist and donate food towards it. Jeff will contact everyone individually and he appreciates everyone's support.

The Board members had nothing else to address.

The next meeting will be held on Thursday, May 14, 2015 at 10:30 a.m.

The meeting adjourned at 12:41 p.m.