

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD

*May 14, 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
D/C Reed Scharman, West Jordan Police
Chief Shane Hudson, UPD
Chief Marx, West Valley City Police
Jason Knight, South Jordan Police
Eric Sandstrom, UFA
Chief Robby Russo, Cottonwood Heights Police
Chief John Evans, West Valley Fire
Chief Bryan Roberts, Draper Police
Chief Jack Carruth, South Salt Lake Police

MEMBERS ABSENT: Chief John Roberts, Bluffdale Fire

OTHERS PRESENT: Chief Dean Waters, Police Users Chairman
Mr. Dave Shopay, West Valley Police
Mr. David Church, VECC Attorney
John I. Morgan, VECC Executive Director
Jeff Monson, H.R. 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, APRIL 9, 2015 OPERATIONS BOARD MEETING

Motion –

. . . by Chief John Evans, that the minutes of the April 9, 2015 of the Board of Operations be approved as written; the motion was seconded by Chief Robby Russo, the motion passed unanimously.

USER GROUP REPORTS

Fire Users Group

In Mark's absence, Beth Todd reported that the Fire User Group discussed call processing times; they are running about the same times, 1:34 for medical calls and 1:08 for fire calls. For the accreditation, VECC met the accreditation levels for April. They talked about police response requested policy. They changed the 10-codes 10-78 and 10-33 to expedite police or have police respond. If it's a non-emergency situation, they will indicate why the officer is requested to respond. They went through the helicopter rotation policy and changed wording from "in the valley" to the "closest appropriate helicopter". For agricultural burns, they added that they are not allowed on red flag days or red burn days. Several call taking policies were discussed, updating agency ride-along, the QA program, and Pro-QA protocols. A quick update on the CAD RFP situation was given at the meeting. They discussed the dispatch system and how the process works. It was a follow up to the Fire Chiefs' meeting held previous to this meeting, and with the CAD RFP and different discussions going on, it is a good time to look at all of the processes and maybe determine if things are being done in the best way. They talked about radio usage and the channels, and in a 13-month period of time, channel 2 has about 1,000 push-to-talks more per month than channel 3. They will be discussing if the channels are aligned and if they are being used most effectively. The Zetron system was discussed. Zetron testing was scheduled after the meeting last month and it confirmed that the interface is where the problems are coming from. They ran 2 senders and dispatched 2 calls out at the same time using 2 different positions. When they used the interface, it is about 15 seconds

before it actually goes through the process. Without the interface, it only took about 6 seconds. So it takes about 25 seconds to get through the process with the interface and 6-10 seconds without the interface. This would require dispatchers to push the buttons. They had a brief discussion on the DRC, for the protocol reviews. There was a reminder that the 4th Fire channel opened up on Sunday, May 10th. Also they reminded field units not to give out the dispatch console phone numbers to the public, as they are starting to call in directly instead of the main number. UFA handed out a sheet detailing the equipment numbering or naming system. Sandy made a request to field units going into Sandy or SLC to please switch to their channels.

Police Users Group

Chief Dean Waters reported that Police Users discussed gate codes and how those should be handled and dispatched out. The gate code should be placed in the narrative first unless there is an emergency situation and then it will go across the air. Runaways were discussed as they relate to dispatch. Currently, Unified's policy is that the report is taken from where the runaway was last seen. For example, if a mother and child live in West Valley, but they are in Unified's area, and the child runs while in Unified's area, Unified will take the report. It has been tradition that where the child lives, that's where the report is taken. They came to the conclusion that agencies need to work together. If an agency takes a report for another agencies area, they need to contact each other to work together. The reporting agency will also list the child on NCIC. Chief Diamond feels that this is a Chief issue and not a User Group issue as there are so many different variables. The Operations Board had a lengthy discussion on this and determined that wherever the parent or last-seen person is calling from, that's where the report will be taken. This whole question came up because there are different ways that this is being handled. If it's been reported as a run-away, there isn't a problem with sending the agency that they ran away from, but the agencies need to communicate. VECC has been filing the report at the residence in the past. The Chiefs will continue to discuss this and report back to John with clarification.

They also discussed handling fraud with each agency handling theirs differently. Some agencies like to handle theirs from start to finish. Others want each agency to call in where the fraud occurred. Right now, things are working, but they would like to define which agencies want to handle theirs completely for dispatch. Whoever takes the initial report will contact a detective, who will handle it from there.

Dispatch had a stolen vehicle in West Valley City, which officers went out in person to take the report. There is a code that states the owner has to sign paperwork verifying that the vehicle is stolen. Dispatch, understanding that an officer had to go out in person, couldn't send an officer at that time because the victim left. They discussed how to handle these types of call and Chief Waters wanted to make sure the agencies knew that they do have to go out in person to collect a statement. If the person isn't on in the jurisdiction to be able to sign it, call takers will create a call, have an officer contact them and then instruct them to come back in order to sign it. Finally, the 10-200 policy has been reviewed. They requested input from the chiefs on a map they created showing the various points where officers would need to be. There were a few suggestions to change #8 by Cottonwood Heights, #9 by Bluffdale or Saratoga Springs, #12 by Magna, and #14 by Herriman. Chief Waters asked them to continue to review it for any other changes they would like to see made.

2014-2015 BUDGET AND FINANCIAL PERFORMANCE

2014-2015 FY Fiscal Analysis/Year End Budget Adjustment

John will be presenting to the Board of Trustees next week the year end budget projections. VECC is an enterprise fund. Although the accounting here is within state statute for local entities, it's different than a city budget. What this means is that VECC is on a cash-flow basis rather than a modified accrual basis. John went over some of the attachments sent out to explain some of the line items. At mid-year, a \$300,000 authorization was made for equipment, which pushed ahead the rotation for equipment. This was initially all put into the MIS equipment budget, but then it was allocated back out proportionately.

Call Taking/Dispatch Processing Focus Group

Chief Andy Butler wanted to discuss a concept he came up with. Over the past few years, he has been looking at data as far as call processing times and it has created awareness of those times. In the past month, he came up with developing a focus group to look into call processing times and processes to see if there are any improvements that can be made there, and become an advisory group to the Board of Operations in providing recommendations on different things that could be changed or improved. The Metro Chiefs met about a month ago and talked about this, giving their support. Chief Diamond, John Inch Morgan and Chief Butler met a few days ago to discuss the concept, giving their support to move forward. Basically, he would like 2 separate groups, one for Fire and one for Law. The groups would be focused strictly on call processing times. They shouldn't be branching off and looking at every process at this point in time. The groups would involve a broad cross-section of stake holders, from Chief's, User Group Reps, dispatchers, a fire dispatcher, etc. The group would have a deadline to produce deliverables, defined from those groups that would be presented to the

Board of Operations for action. Each group would be charged with developing their own goals, objectives and what those deliverables are to bring back to this group. Chief Butler is looking for discussion from this group to see what they think and see if they want to pursue it. He knows on the Fire side, they definitely want to do this. This gives everyone an opportunity to look at things from different perspectives and look for stumbling blocks. John likes this idea and feels it gives us the opportunity to look at things and hopefully find some of the issues. He would like to have field units come and sit with dispatchers and review protocols. It shouldn't be a long drawn-out process, maybe 6-8 weeks with no more than 4 or 5 meetings at the very most. Chief Diamond commented that the different perspective will be helpful. Chief Butler will be moving forward on the Fire side and start putting the focus group together. He would nominate Lt. Jason Knight to oversee the Police focus group. John asked if there is anyone that they would suggest be part of the groups, to let Chief Butler know within the next week. An email will go out as well with more information.

Motion –

. . . by Chief John Evans, to start the process of getting focus groups together, in particular, for call processing; seconded by Chief Andy Butler; the motion carried unanimously.

EXECUTIVE DIRECTORS REPORT

CAD Request For Proposal Update

John Inch Morgan and Scott Freitag reported on this to COG last week. The timeline for the CAD RFP to be returned was extended to May 1, 2015. The identification of the semi-finalists will be May 15, 2015. Immediately following this meeting today, at noon, the Consortium Committee Group will come together and review all of the proposals. On May 26-29, there will be demonstrations, which will be open to everyone. John would like the members involved in this. Then the contract will be negotiated and put into place by June 12, 2015. This is a very aggressive timeline, but a sample contract was placed into the RFP and the vendors agreed that there are no elements in the contract that they object to. The contract will be pretty much in place. The negotiations will be the best and final offer. John anticipates that they will enter into a 3 year contract with the vendor. This will not only buy the software, but will also give the ability to purchase the plug-ins at a certain price over that next 3 years. If the CAD platform is the only thing purchased and it is decided it's not efficient to buy an RMS system, over the next 3 years, a decision can be made when there is more money available. There are different categories used to determine the best vendor to include compliance and cost. Today at the meeting, they will determine who the finalists will be for the demonstrations. This information will go out to all the members as soon as it is available. John did ask for financing options for 2 reasons; HB155's CAD fund which gives VECC the option to have the vendors finance at virtually no cost, and as the funds are replenished with the \$0.06 on each phone line, they can continue to purchase. The other reason stems from what happened in the State 911 Committee meeting last month, where the money going into the fund would be a CAD platform fund. This has been broadened to allow for some of the auxiliary types of things. There should be sufficient funds over the next few years to be able to take care of this. Chief Roberts and Chief Diamond both commended John for his work and dedication with the CAD RFP process.

National Academy of Emergency Dispatch Accreditation

Terry Shaw reported that VECC reached the first month of three months towards accreditation. VECC has started some competitions this month to keep the momentum going and new features have been added to include coaching for those needing extra help. Hopefully these things will continue to help the positive trend. Leslie Devey presented some graphs that show different compliant stats. Each employee receives two EMD calls reviewed each month so that they have the opportunity for feedback. The same will happen with Fire and EPD as we move forward with them. Right now, the focus is on EMD. In looking at the overall scores for April, 176 calls were reviewed, 106 were high-compliant, 44 were compliant, 14 were partial-compliant, 0 low-compliant, and 12 non-compliant. Things are definitely improving. IAED sets the standards for accreditation. There are some policies that VECC will be issuing in the next while which will help with compliance.

TOPICS FOR FUTURE MEETINGS

FY2015-2016 Meeting Schedules and Discussion Topics

John Inch Morgan proposed a new schedule at the beginning of the year, along with topics that he feels the Board may want to discuss. He provided ideas of those topics for review. A joint Board of Trustee and Board of Operations meeting was agreed upon at least once a year. This has been scheduled in July. Some of the topics to be discussed at this joint meeting include goals, milestones for the Center to accomplish, and budget and spending. John asked the members to look at the schedule created and provide any additional ideas to him. Chief Diamond would like to discuss the CAD and moving forward in the joint meeting.

A Budget Committee meeting was held yesterday. John has a proposed schedule for the committee and he will send it to the Operations group as well, so that they are aware of what's going on. The Budget Committee

doesn't have specific members, so everyone is invited to attend. John will be meeting with the committee every 4 months to take a look at the budget and how VECC is doing. After the October meeting, John will likely have adjustments to present because the financials will have been audited. If there is anything in the audit that needs to be looked at and changed, it can be dealt with at that time. The 2016-2017 budget will begin earlier than usual so that everything is included and everyone has their input in the merged budget.

Dispatch Centers Cooperation

A joint dispatch center meeting will be scheduled, to include Salt Lake City and Sandy, so that everyone can sit down together and look at how the agencies are all working together. One essential topic to discuss is the number of transferred calls. John would also like to discuss mutual aide response in certain situations.

ROUND TABLE DISCUSSION

There were no items that the Board of Operations wished to discuss.

Motion –

. . . by Chief John Evans, to move into a Closed Session to discuss litigation; the motion was seconded by Chief Robby Russo; the motion carried unanimously.

The meeting went into closed session at 11:48 a.m.

The meeting adjourned at 11:56 a.m.