

## SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

### OPERATIONS BOARD

*June 11, 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 Larry 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  
Chief Gil Rodriguez, Murray Fire  
Undersheriff Scott Carver, UPD  
D/C Terry Addison, South Salt Lake Fire  
Chief Marc McElreath, West Jordan Fire

**MEMBERS ABSENT:** Chief John Roberts, Bluffdale Fire

**OTHERS PRESENT:** Chief Dean Waters, Police Users Chairman  
Dave Shopay, West Valley Police  
Corbett Ford, Cottonwood Heights Police  
Tanya Heigleman,  
Mark Ownseby,  
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  
Geana Randall, Quality Assurance  
Terry Shaw, Operations Supervisor  
Leslie Devey, Operations Supervisor  
Andrea Partridge, Admin. Services Manager

#### **APPROVAL OF MINUTES, MAY 14, 2015 OPERATIONS BOARD MEETING**

##### **Motion –**

**. . . by Chief John Evans, that the minutes of the May 14, 2015 of the Board of Operations be approved as written; the motion was seconded by Chief Gil Rodriguez; the motion passed unanimously.**

#### **USER GROUP REPORTS**

##### **Fire Users Group**

Chief Mark Ownsbey reported that Fire Users mainly discussed Zetron testing. They will be going manual to do a trial test in August to track how long the Zetron system is taking and how much time it's costing. The times to be compared will be the time the call is received until the first unit is in route. They want to find out how much time the interface itself is costing them. In briefly testing the Zetron, it was setting off the stations in about 5 or 6 seconds when done manually, the interface was taking 20-25 seconds.

##### **Police Users Group**

Chief Dean Waters reported that Police Users held elections for the new Chair and Vice Chair positions. Randy Thomas from UPD will be the new Chairman and Corbett Ford from Cottonwood Heights will be the Vice Chairman. They mainly discussed operational procedures for VECC. On board checks, the Supervisor used to have to do them, but now the OIC and Supervisor can do them. On containments, plan C used to say that

dispatchers could set up the corners for the officers, but it's been changed to be the responsibility of the Sergeant or Lead Person now. With restricted channels, when the alert tone comes on, it was suggested that dispatch 3-beep this out, they will have an alert tone and then the alert tone will be turned on during emergency circumstances. Also, this will be put across the computer so that people checking on the air will recognize that there is an emergency in progress and to change channels. Leslie Devey mentioned that they proposed to the User Boards to start using the I function that is available in the EPD protocol. The I function is considered an Omega response. For dispatch it would be an Alpha and for police units it would be a telephonic-type response. The I function takes out the whole line of questioning, so if the caller is calling in a non-emergent situation, the call taker can take the info, put it in the narrative using the I function, and end the call quickly without having to interrogate the caller. There were certain protocols chosen that the I function would be available for and it will be tested for the next month. They will report back to make sure it's doing what they want it to and that it's being used correctly. This should help cut down the time that call takers are on the phone and move them on to real emergencies. Chief Waters also reported that Police Users would take July and August meetings off and will meet again on September 3, 2015.

#### **Technical Services User Group**

Corbett Ford didn't have anything to report from their meeting. Mark Whetsel did mention that Spillman put the 14.11 patch on, which was supposed to handle blank calls on the mobile screen. He is hoping it's been taken care of.

#### **CALL TAKING/DISPATCH PROCESSING FOCUS GROUP**

Chief Andy Butler and Jason Knight have discussed where they are headed. Andy sent an email out last month to get some individuals on the focus group. He received responses from UFA and West Jordan. He would like to see more people on this group, but they have a list of goals and objectives developed and they are moving forward. He'll schedule a meeting and get it sent out to everyone.

#### **POLICY CONSIDERATION**

##### **No. 40012 – Staying On The Line For Unstable Situations**

Beth Todd reported that this policy covers Fire, Police and Medical. The biggest part of the policy philosophy change comes from the medical side. This was discussed in Fire Users and currently with medical calls on an ALS call, call takers would actually stay on the line until responders were there with the patient. Many times, after all the instructions have been given, there is nothing more the call takers can do for them. What is being requested is that the call taker consider staying on the line during situations such as breathing problems, chest pain for those 35 and over, child callers, emotionally unstable callers and suicides. For Fire, they would stay on for mass casualty incidents, rising flood water, suspicious packages, and trapped callers/people. For Police, they would stay on for bomb threats, if the suspect is the caller, caller is in danger, crimes in progress, frightened callers, high priority calls, hostage or barricaded suspects, etc. These types of calls are those that Priority Dispatch has advised call takers to stay on the line with. In the medical protocol, there are many ALS calls where the reason for the ALS is because the patient is not alert. It doesn't differentiate between if it's not alert because of a medical condition or a normal condition for them. The proposal would be to follow the recommendation of Priority Dispatch/SLC Policy and give the call taker the option of disconnecting from the call if they are in a situation where there are no more instructions to give and nothing further to do. They would advise the caller if the situation gets worse to call 9-1-1 back. Staying on the line must not threaten or jeopardize the callers safety in any way and for Fire and Police, it would be the stay on the line pathway and medical would be stable/unstable pathway. There are a few situations where they have added an allowance for the supervisor, should something happen, they can invoke the urgent disconnect. Once the call taker has told the person they will stay on the line as long as possible and then the supervisor says use the urgent disconnect, it gives them a pathway to go ahead and disconnect. At the end, they also added an emergency rule, which is the catastrophic situation where call takers would stop using the protocols completely and just get the address, type of call, phone number and then go to the next call. They are hoping this will free up call takers sooner so that they can answer additional calls. The User groups discussed this policy and agreed upon it and wanted it sent to the Operations Board for approval.

#### **Motion –**

. . . by Chief Marc McElreath, to approve the policy as updated; seconded by Chief Gil Rodriguez; the motion carried unanimously.

#### **EXECUTIVE DIRECTORS REPORT**

##### **CAD RFP Update**

John Inch Morgan reported to the COG last week this same information. Versaterra and TriTech demos will be held next week and conclude next Friday. Then the committee will meet to identify the two semi-finalists. They

will ask the semi-finalists to give a best and final offer based upon information given to them. They were told that VECC was looking for a CAD platform, but they also wanted offers on ancillary equipment such as RMS, Mobile Data and anything else they may have available. The semi-finalists will be presented with final components we want them to bid on. At the same time, the committee will be looking at areas and agencies of similar size using these 2 products and they go out and look at them and schedule tours. They hope to award the contract the second week in July. Awarding the contract will include entering into negotiations and working with that specific vendor. The scheduled demonstrations include 1 ½ days where the vendor goes over all aspects of their product. The first demo, Intergraph, had very good representation across the valley. The important thing to remember for those who do attend is to submit an evaluation on the vendor. These will be collated and reviewed by the committee. John went over the evaluation criteria, which includes 16 points they are evaluating on. He also displayed the scoring matrix and each vendor hit the same basic elements, which makes the demos very important. After the quantitative scores are finalized they will re-quantify them after the demonstrations. They will then identify the semi-finalists, request best and final offers, award the contract and then go into contract negotiations. John reported to the COG last week and had a City Council member ask how the determination on the CAD would be made and if everyone would agree with it. John told him that he didn't believe everyone would agree to every aspect of it, but the committee will come together and make a decision. It will then be brought back to the Operations and Trustee Boards and Scott Freitag will take the recommendation to his Boards. Also, John needs to make sure the agencies have enough information to be able to stand behind the decision made. Finally, he told them the political side would need to be in line with where everyone is going. There is still work to be done. Most of it includes getting information out and justifying the decisions made. Many of the cities have done the resolution or have verbally stated that they support the process.

#### **National Academy of Emergency Dispatch Accreditation**

Leslie Devey explained the trend of scoring beginning in March to current. Things are going really well right now. The second month of accreditation goals were met. There is an incentive-type game going on, which Leslie believes has helped in being successful. There were 173 call reviews for the month of May. 106 were high compliant, 37 were compliant, 17 were partial-compliant, 1 low compliant and 12 non-compliant calls. Training and QA tips are continuing and the focus is starting to move over to EFD. Terry Shaw is over EFD and the next in the contract to becoming accredited in is Fire. Terry is now doing 25 Fire calls and everything is looking good, although they are not quite there yet. John believes that the success has been because of Terry and Leslie not just scoring the calls but being coaches and mentors to those individuals struggling. If someone continues to have issues, they are put into a remedial training. VECC must reach accreditation for EFD by January 2016 and then EPD by July 2016. With the EPD, ProQA has come out with new protocols and adjustments based upon the input given by our people. The protocol now, and the ability to have an urgent disconnect, will take some of the aggravation out of it. Also, if questions just simply don't make sense, they can be bypassed so that the call takers are more efficient. These changes have made a huge difference in compliance.

#### **STRATEGIC PLANNING**

##### **FY 2015-2016 Meeting Schedules and Discussion Topics**

According to the schedule the Board reviewed last month, a Joint Trustee/Operations meeting is scheduled for July. John would like to solicit topics that should be discussing with the Operations Board and goals to be put on the agenda. In August, the Board is scheduled to meet with SLC911 Joint Operations Board meeting. SLC and Sandy Chiefs will be invited into VECC's meeting to discuss things to be coordinated, things going well or topics that need to be worked on throughout the next year. Discussion items for this meeting include the CAD, call transferring and valley-wide strategic planning cooperation. John asked what the Board wanted to talk about in the joint July meeting. Chief Diamond said one of the biggest discussions will be on the CAD. Chief Roberts suggested any long-range fiscal impacts that should be looked at down the road. John mentioned that in the next years' budget, the VECC building will be paid off. This frees up about \$800k. There needs to be discussion from an Operations standpoint and a recommendation to the Trustees on how to deal with this. There will be opportunity to reduce a huge line item in the budget, but it can be redirected in a number of different ways, which requires discussion. The merging of the budgets of VECC and UPD is still a year away. John asked if there were any legislative issues to be reviewed for the next year. There will be an amendment to HB343, which is getting funding for the radio systems. Replacement equipment is something to be discussed as well.

##### **Dispatch Centers Joint Meeting and Cooperation**

At the joint meeting, the CAD discussion will take place, but call transfer impact and operations is one that John generated. VECC transfers approximately 11,000 calls per month to UPD and Salt Lake City. Every time a call is transferred there is a potential point of failure. Also, after transferring after interrogation, it lengthens the time

to get responders out the door. There has to be some different ways in dealing with this. Sheriff Winder, Scott Freitag and John Inch Morgan have been talking about the concept of just keeping the call, rather than transferring it. John feels that the valley-wide strategic plan should be discussed each year to address issues. A few months back there was a 4-plex fire where there were move-ups across the valley. Unfortunately, dispatchers had no idea where Sandy units were or what they were involved in. When there is a major incident and dispatchers are trying to coordinate throughout the valley, this becomes a problem and should be addressed. Scott Carver likes the valley-wide strategic planning because we are now at a point with the CAD system to sit down and redraw everything that the County does, including 9-1-1 lines. Maybe there should be a single call taking center so that the 9-1-1 boundary is the County boundary. Perhaps a county-wide communication service district should be created with its own taxing authority so that all the centers have their own source of income. Even virtual dispatching and utilizing the current facilities will be helpful and part of the strategic planning and cooperation should be fail-over if something should happen. Being on the same phone system and then moving to the same CAD system will allow virtual consolidation to happen.

### **ROUND TABLE DISCUSSION**

Chief Diamond reminded everyone that the July meeting will be combined with the Board of Trustees. At the last combined meeting, the meeting was held during the regular Trustees meeting. Chief Diamond wondered if it should be moved to the regular Operations meeting this time. Chief Rodriguez felt like they didn't get much out of the last joint meeting, he felt that they sat in the back and listened and didn't take part. This meeting will be held in the Training Room where everyone can sit at the table and it will be an equal discussion. John will propose this to the Trustees next week.

John invited everyone to attend the upcoming budget meetings. The schedule will be sent out to all.

Chief Gil Rodriguez brought up the Police Fire Memorial Foundation. Chief Shephard was the Chairman and has retired, moving Chief Rodriguez up to the Chairman now. He is looking for anyone interested in becoming the Vice-Chairman for this group. Everyone who belongs to this Foundation donates a small amount of money and it goes into the fund. The funds go to line of duty deaths and on-duty untimely deaths. Gil will go through everything, check on contributions, so that he can make everyone aware. If anyone wishes to volunteer for the Vice-Chair, please get with him. Chief Roberts said he would get in touch with Gil.

Eric Sandstrom requested a report from the Fire Users on the silent dispatching trial that South Jordan and West Valley City were running. They will have a report to him in the August meeting.

Scott Carver announced that South Jordan Police Department selected Jeff Carr as their new Chief beginning July 1, 2015.

Chief John Evans thanked everyone for their work with the EMD accreditation. Everyone is doing a great job.

There was nothing further to discuss.

The meeting adjourned at 11:29 a.m.