

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD

August 13, 2015 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City

MEMBERS PRESENT: Chief Doug Diamond, West Jordan Police; Chairman
Chief Craig Burnett, Murray 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 Ron Morris; South Salt Lake Fire
Chief Gil Rodriguez, Murray Fire
Chief Marc McElreath, West Jordan Fire
Chief Clay Miller; South Jordan Fire
Ms. Shelly DeJong; UPD

OTHERS PRESENT: D/C Clint Petersen; West Jordan Fire; Fire Users Chairman
Warren James; UFA
Mike Dykeman; Murray Fire
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, JULY 9, 2015 OPERATIONS BOARD MEETING

Motion –

. . . by Chief Ron Morris, that the minutes of the July 9, 2015 of the Board of Operations be approved as written; the motion was seconded by Chief Marc McElreath; the motion passed unanimously.

USER GROUP REPORTS

Fire Users Group

D/C Clint Petersen reported for the Fire User Group as the new User Chairman. They met last Thursday and discussed EMD. Documentation has been reviewed and submitted to the Academy and VECC is waiting on the results. On the EFD side, the goal for accreditation is to have the application ready to submit by January 2016. They also discussed the Zetron and the manual testing to identify delays in the system. There is more work and further testing to be done to get more solid data. DFC meetings will be held the second Tuesday of each month at 1:30 p.m. One representative from each Fire agency is requested to attend to assist with answering Fire questions. Right now, the only one attending the meeting has been the on-call Communications Chief.

POLICY CONSIDERATION

No. 3013 – On-Call Personnel

Beth Todd handed out the On-Call Policy which VECC has wanted to develop for the past few months. It's a pretty standard policy. VECC would have 2 individuals on call per week. They would need to be available at all times and would need to be able to report back to the Center within one hour of being contacted. They would be compensated for being on-call and then if they are called in, they would receive a minimum of 2 hours pay. There would be steps taking prior to calling the on-call person into work, such as combining service channels, combining a fire channel, having Supervisors working channels, etc. Once those options have all been exhausted, then they will call in the on-call people. Chief Rodriguez questioned #3 where it talks about the employee would be compensated whether they come in or not. Chief McElreath asked if the employee chose to be on-call, he wanted to know what the pay would be. Beth indicated it would be for a week at a time and they

would be reimbursed \$50 for the week. Then if they are called in, they are would make their regular hourly rate. He asked to have the wording changed so that they weren't classified as volunteering. Beth estimated that it would cost approximately \$5000 per year. Because VECC is already in mandatory overtime, she is uncertain whether people will want be on-call. There would be a maximum of 2 people on-call per week. Beth referred them to #13 in the policy, where it talks about when an employee would be called in. There are a few different methods of notification when staffing is low, the one most used is a paging set up in the CAD system where employees have volunteered to enter their phone # and have interest of being notified when hours are available. This doesn't go out to everyone and so Beth is hoping that some of these people will sign up for on-call. Chief Russo asked if there was a special event going on where they wanted to staff a dispatcher, and it's a for-profit event, how would he arrange this and how cost would be negotiated. John Inch would be the contact for this as there isn't a policy for this.

Motion –

. . . by Chief Bryan Roberts, to approve the On-Call Policy, with edits made as discussed; the motion was seconded by Chief Marc McElreath; the motion carried unanimously.

EXECUTIVE DIRECTOR'S REPORT

Quarterly Center Reports

John Inch promised early on that he would do a quarterly center report and this report is a baseline report. It will look at the volume of calls coming in, the time it takes to answer and the time spent on calls. Beth Todd commented that she is comparing last year vs this year on call volume, to include CAD2CAD created between the 3 dispatch centers. In June 2014, there were 75,504 calls handled including, incoming, outgoing and abandoned 9-1-1 calls, which are calls that make it to the switch but don't drop into the call taker. These are included though because they are called back on. In June 2015, there were 85,495 calls handled, which is about a 13% increase. Chief Roberts asked if it would be valuable to have a breakdown in received calls by cell phone. Mark Whetsel will do some research and see if this separation is possible. Beth noticed as she was pulling reports that traditionally as 9-1-1 has become more popular, the rate of administration vs 9-1-1 calls has been around 60/40, but more recently, it seems now to be about 50/50, as many 9-1-1 calls as administration calls. In the coming months, this information will be available. In 2014, the number of calls created in the CAD system was 48,961, and for June 2015, there were 54,000, which is around a 10% increase. Beth explained the call volume between VECC and the different dispatch centers. There are about 64,500 CAD2CAD calls between VECC and UPD, and 15,250 between VECC and SLC. Because CAD2CAD calls are up, it increases the number of CAD calls created.

Mark Whetsel reports that all of the additional items discussed in the previous budget have been completed to include the backup UPS system, the new upgraded SAN, the upgrade to the Admin. phone system, migration of 90% of the handheld radios to the APEX6000, and the addition of 16 IP cameras to the VECC building. Mark is working with Spillman as they are trying to be certified on the GIS side with the ESRI 10.2. Currently, VECC hasn't migrated from 10.0 to the new version because Spillman doesn't have the capability to do it. He believes by the end of July, beta testing can begin, which will allow things to happen as far as address points. VECC is migrating all agencies with old CenturyLink frame relay circuits to a Cisco IP secure tunnel to get the frame relays turned off. A new device has been received from Intrado, a smaller box to run the front end of the house. Mark wants to see how it applies to our environment here. He hasn't received all of the equipment yet, but it should be ready to go by the end of the month. Finally, Mark is working with CenturyLink and Intrado and on November 27th, the 3 years maintenance support contract will expire. He is negotiating both a one and three-year option to cover this ongoing.

Jeff Monson reported that VECC is authorized to have 81 full time operation employees. This number is what he will compare his statistics to. Currently, the goal is to get to 81 individuals, but one of the challenges is our training program being 12 weeks each, and there are usually many people in training at the same time. VECC is at 76 current full time employees. Every 2.5 months, VECC hires between 5-6 people. At the end of this month, we will have 6 new hires begin, which will bring us very close to the 81. There are currently 7 individuals in training, 1 employee on Administration Leave and 1 employee on Medical Leave. The available number is actually 67, which is down 14 employees. VECC is staffed based upon call volume, and being short 14 employees, it makes things more challenging. This is one of the reasons for mandatory overtime. Bringing the pay scale up to be competitive with other agencies has really helped. Last year, from January to August, 8 employees were lost to other employment. This year, from January to August, only 3 employees have been lost to other jobs. Last year to this point, the total loss was 19. This year, we are down 10 so far. As far as part time employees, we have lost 7 due to not being able to maintain their minimum hours. Our part timers usually were full time employees and then they get another job but want to stay on part time. They get busy with other jobs and things and have to quit. Our predictive hiring will anticipate how many employees will leave, and from

January to July, predictive says that 15 should have quit. This year so far, only 12 have left. Usually August is a heavy month for loss, but things are looking good so far. Jeff also mentioned that we lost an Operations Supervisor, Shawn Woodcox, to cancer last Sunday. Her services will be held next week some time.

Call Center Statistics/CAD RFP Update

John reported that his powerpoint presentation was actually presented at the COG and he felt the users might find them interesting. On call center statistics comparing with NENA standards, the majority of the calls are answered within a few seconds. The calls that take longer to answer are being addressed to see what can be done to reduce the time. In looking at the CAD timeline, there were 2 finalists selected in part by those who participated in the demonstrations. John went over the criteria being used to select a CAD with Intergraph and Tri-Tech being the clear leaders. Next week, a number of individuals will be going to Virginia to look at Fairfax County, Tri-Tech and Intergraph users. They will be having peer-to-peer discussions with the users, officers and firemen to get their experience on the CAD. They will also be bringing in individuals from other sites to have discussions. By the end of September, a decision should be made, and hopefully the best and final offer will be negotiated and a contract will be entered in. Both systems have the capacity for additional mapping and photos. They can do multi-layers for the mapping, which is very interesting. A geo-database can be overlaid with Google and other sites. They also have priority notification which will come on both the dispatcher and officer screens. These can also be configured to the individual user so that the order of information can be modified as desired.

CONSIDERATION OF FUTURE PROJECTS AND INITIATIVES

Budget Committee Schedule

John reported earlier that there would be trimester budget reviews. The Budget Committee itself is not well-formed and because it's an open forum, everyone is invited to attend. The first meeting will be October 28, 2015 at 10:00 a.m. The next meeting will be February 24, 2016 and John will send updates as the dates get closer. The mid-year budget review will begin on October 28, 2015 and he will make sure everyone receives the information.

Chief Diamond wanted to mention that there is no Board of Trustee meeting next week and asked the users to remind their Managers.

ROUND TABLE DISCUSSION

Chief Carruth asked Beth if she would be following up on the Runaway protocol. It is actually scheduled to be addressed next month as Gigi Smith is out at APCO this week.

Chief Rodriguez indicated on the Police Fire Foundation, he sent out a copy of the Bylaws and asked if everyone would review them. They will be discussed at the next meeting next month. A Vice Chair will also be selected. He asked if everyone would find out who is contributing in their individual departments and he will send out a list.

Chief Roberts mentioned that at the last meeting, Gigi indicated that dispatchers would be interested in training. There was a training held where a few dispatchers attended and it was nice to see them there.

There was nothing further to discuss.

The meeting adjourned at 11:17 a.m.