

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD

*September 10, 2015 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City*

MEMBERS PRESENT: Chief Craig Burnett, Murray Police
Eric Sandstrom, UFA
Chief Bryan Roberts, Draper Police
Chief Ron Morris; South Salt Lake Fire
Chief Phillip Quinlan, West Valley City Police
D/C Kyle Shepherd, West Jordan Police
Chief Shane Hudson, UPD
Chief Mark Ownesby, West Valley City Fire
Wayne Edginton. South Jordan Fire
Lt. Randy Thomas, UPD
Paul Breneman, Cottonwood Heights

OTHERS PRESENT: D/C Clint Petersen; West Jordan Fire; Fire Users Chairman
Isaac Zenger, Murray City, Tech Users Chairman
Dave Shopay, West Valley City
B/C Mike Dykeman; Murray Fire
John I. Morgan, VECC Executive Director
Jeff Monson, H.R. Manager
Mark Whetsel, TS Manager
Chris Dunn; Operations Supervisor
Terry Shaw, Operations Supervisor
Leslie Devey, Operations Supervisor
Andrea Partridge, Admin. Services Manager

APPROVAL OF MINUTES, AUGUST 13, 2015 OPERATIONS BOARD MEETING

Motion –

. . . by Chief Ron Morris, that the minutes of the August 13, 2015 of the Board of Operations be approved as written; the motion was seconded by Chief Craig Burnett; the motion passed unanimously.

USER GROUP REPORTS

Fire Users Group

D/C Clint Peterson commented that they discussed EMD scores, with 6% non-compliant and 6% partial-compliant, which were both lower than last month. VECC is still waiting for word from the academy on accreditation. EFD scores were higher than the acceptable level at 22% non-compliant and 12% partial-compliant. The biggest reason for the mark downs in score was the call takers weren't getting alarm company notification call-back numbers, a minor thing, which is being addressed. They discussed Zetron testing. It's been tested for the past 2 months both with and without the interface. In July, with the interface, medical average call times were 2:32 and in August, without the interface, it dropped to 1:31 which is a minute saved by manually pushing the button vs going through the interface. There might be a slight discrepancy there, but the goal is to break it down and define the calls. They will give it another month, fine tuning the data and get back together. Lin Shaffer is going to find out if they can leave the interface on and still manually page out stations and if this will create a problem or not. Mark Whetsel asked FatPot for a scope of work to fix the interface. Then a decision can be made. Traffic accidents and medical protocols were discussed. If someone has an injury but they don't want medical to respond, a medical call should still be created for fire to respond. Fire would rather check the patient out just to be sure. The CAD RFP update was discussed, along with the site visits. Finally, they received information on the Wasatch Fire, which was pretty extensive. There were 37 VECC units calls, 7 outside VECC units, 11 PD units, 3 outside VECC Fire units moved in to other stations, 11 total move-ups, 18 duplicate CAD calls were created. Out of this, they handled 1165 telephone calls incoming, outgoing or abandoned. Of those, 86% of 840 incoming calls were answered within 30 seconds. Beth reminded them that the 4th fire channel will be closing down as of Monday, September 13th, unless it is needed. West Valley and South Salt Lake Fire will need to move back to responding on channel 3. John Inch wanted to

mention that a TriTech user from Colorado came in the past week to talk about their experiences and showed the users a number of things. Intergraph will be coming to the Salt Lake Public Safety Building next Tuesday. John has asked them specifically to bring additional information on the mobile and RMS. He feels it is very important to have field units, police and fire, to come in and look at this and provide an evaluation. Invites will go out to everyone, but it should start around 8:30 a.m. and it will run most the day. Sgt. Cryder has set this up and it will be held in the Community Room on the first floor.

Police Users Group

Lt. Randy Thomas commented that they mostly reviewed the edit on the 10-200 policy, which is County Containment. There are several alpha positions. The activation of the 10-200 would be containment of a fugitive trying to escape the county. It is somewhat seasonal to where some canyons will and won't be during the winter. This is a confidential policy and shouldn't be out in the public. The map shows numbers which are key locations where people could escape the county if there were a plate or physical description of the vehicle. If it were initiated, several agencies would be involved. The channel would have to be on a regional patch where several agencies would be involved. The policy has come down to the final edit. This is not made to be active long term, generally it would last 30 – 60 minutes. Alpha positions were intentionally pulled off because initially it was in alpha order, and it was preferred to number the alpha positions clock-wise as you view the map to make it easier for the dispatchers.

They also discussed the Find My iPhone app which is affecting the police group. There are thefts, specifically with UPD, and if it is a theft and there is a way for the owner to ping their phone, there has been success in retrieving the phone. As a whole, most agencies will deal with this on a civil basis. They discussed Text to 9-1-1, and Mark Whetsel mentioned last month that he was in the process of turning in paperwork to the carriers and FCC. All of these have been submitted. 2 of the major carriers have responded back, AT&T and TMobile. TMobile indicated they are about 30 – 45 days out on deployment. AT&T wanted to make sure that VECC had access to at least 2 phones to begin the process of texting 2 9-1-1 in a live environment. This is moving forward. Mark also heard from Intrado and he has a questionnaire they asked him to fill out to make sure everything was ready. This has been filled out and will be emailed back. Mark also has a voice mail from TCS, the other big vendor that uses the network for call delivery, and he will follow up with them. He is anticipating going live by the end of this month. Most of them should be going live by the end of October. Mark hasn't heard back from Verizon and Sprint, but we are moving forward. John mentioned that among the Intrado partners, they decided to do a phase in, Weber was the first on the list to take the first phase, and they have gone live. Mark mentioned that at the end of July, they did the same phase process Mark has done, submitting paperwork, and they had 3 of the 4 vendors on board. The first actual text 2 9-1-1 came in about 3 weeks ago, a shots fired incident at the new Ogden temple. There were no problems and it was handled well. They did tell Mark they were very happy to get a voice call simultaneously, so they worked the texting 2 9-1-1 as well as the voice call, but there were no issues. John feels there is more work to be done before VECC goes live, such as public service announcements to make sure people know how to use it, and not misuse it. When a text 2 9-1-1 call comes in, an automatic text goes back and asks if the caller can do a voice call. This is the best way to confirm all of the information. If they can't, the text communication will continue. Mark said it operates similar to the TTY that most of the dispatchers/call takers are familiar with. An audible alarm goes off at each console on the operations floor. There is the capability to transfer the text from one agency to another.

They talked about street names, when a street name is given to a dispatch center and it doesn't validate. If it doesn't validate and help needs to be sent, it was asked if the name should be forced into the system just to get by. It was decided to force it, but when the call stabilizes, the dispatchers are given the okay to confirm the address or get the spelling. To expedite getting it into the system, they will force an address, place or location, but then at a certain point, the dispatcher will ask the officer for clarification. Gigi presented several policy and procedures for review but she hasn't received any feedback yet. Finally, Lt. Scott Buchanan has been reassigned to Watch Command for WVC and he isn't sure who will continue with his Police Users group. They discussed the upcoming CAD with Intergraph next Tuesday.

Technical Service Users Group

Isaac Zenger reported that most of what they discussed has already been mentioned today, the text 2 9-1-1 improvements. On the CAD, the decision was to try and get people onto a single server. At this point, Murray has committed to switching over to VECC's server. SSL is still considering this. VECC is implementing a new fire wall which will allow VECC to handle increased internet speeds to handle increased connections coming into the Center. Mark mentioned that they shut down the frame relay circuits. There is one left to do, West Jordan, and they are scheduled for Monday morning to begin the process. Once completed, Mark will notify CenturyLink and he will turn off the circuits on his end, and each agency will have to contact CenturyLink to shut

down the frame circuit on their side. It will save the agencies between \$300 - \$500 a month on connectivity fees.

EXECUTIVE DIRECTOR'S REPORT

2015 Fiscal Year Financial Audit – Presentation to the Board in October

John wanted to notify everyone that next month in both Operations and Trustees, the auditor will come in and present last years' budget. The audit is almost complete and there hasn't been anything that has come up which would be of concern. They are finalizing some of our journal entries right now and John is working on the management discussion and summary of the financial picture of the last year. John wants to talk about some of VECC's priorities. There are 2 payments after this budget year on the Center and then it will free up a significant amount of money. There needs to be some discussion on how this should be dealt with. There are things that can be done such as upgrading the servers and migration, the new CAD system coming in. These are things that the funds can be utilized for so that assessments aren't increased, and possibly decreased a bit. John will discuss this further with the Operations Board and have them make a recommendation to the Trustees. There are other issues that are financially related to take a look at as well. Another topic of discussion will be the UPD budget and merging it with VECC. This is coming up and John will be presenting some budget alternatives that look at where we are. This will be discussed in November after the audit.

CAD Consultant Update

John commented that they are in the final phases of the due-diligence in looking at the 2 finalists, Intergraph and TriTech. Many representatives attended the demonstrations of the CADs and then peer-to-peer discussions have taken place. Next Tuesday will be an analysis of the equipment and then the committee will come together and make a recommendation which will come back to both Boards. So far, everyone has been unanimous in the direction we are headed. John is hoping this will continue. They have been unified in what the goals are and seeing what products will meet those goals. John will try and bring this together and have a final offer in October. Prior to this, he is asking each vendor to give a best and final offer. In the RFP, they each gave a laundry list of products that could be purchased as well as costs. Our obligation now is to go back and ask for what we are interested in. John is working with Brian Roberts, an attorney with Salt Lake City, to enter into a new Interlocal Agreement or an Addendum on how the 2 separate agencies will come together to pay for a purchase the CAD. Mayor McAdams has pledged \$1.4 million. 2 years ago in the 2014 Legislative session, \$0.06 was taken from Poison Control and put it into a reserve fund for CADs. Also, John worked with some of the senators and they got a pool of money which generates approx \$2.5 million each year. This has been drawn on already, about \$100,000 to pay for the consultant, and allocated \$65,000 from last years' budget, which has been carried forward, to continue this process. An application will be processed for money towards the CAD. He's going to ask for half of the amount for the next 3 years. It can only be used for a CAD, and the only 2 CADs being considered right now in the State is Weber for their conversion and ours. Taking \$1.6 million over the next 3 years from this special fund pays for the CAD. In addition to this, as a backup, John and Sheriff Winder went to Senator Hatch and asked for assistance. He said he would be part of this and help find a solution. His staff is helping guide John through a grant application process and there are funds available.

Call Volume and Call Handling

John wanted to quickly go through call volume. He showed what each individual agency is doing but also the volume that's coming in. One of the difficult things going on is when there are multiple calls coming in for the same incident. This complicates the situation and causes a delay in answering other calls and if they hang up, it causes further problems because we have to call them back. These incidents really affect call volume and handling. Many of the calls coming in take more than 120 seconds to handle. This also affects staffing. These statistics will be presented every quarter. Eric Sandstrom asked John where the 9-1-1 committee was at in doing some public service announcements. John said that about 3 months ago, a consultant was hired to come in and deal with multiple calls as well as Text 2 9-1-1. When John asked where they were with things, they indicated they were just waiting on VECC. At the next meeting, John will bring this back up about getting things moving. John feels that they are about 2 months away from having something in production to approve and then 4 months away before it hits the airway.

Legislation

John is working with Wayne Harper on legislation that means the most to VECC. He asked the Board if they had any issues that should be brought up which would help refine processes. One thing Brad Dee and Wayne Harper were working on last year that will come up again is funding for the radio system backbone. It was completely pulled last year due to the telecommunication vendors not wanting to deal with it. An additional tax was to be added to phone lines so that the backbone of the radio system could be rebuilt. The monthly amounts that agencies would be paying would go down to either nothing or \$5.00 depending on what they are currently

paying. They want to do this to provide an incentive to the rural areas to join the same system. If the agencies have anything to discuss, John asked them to bring them to the next meeting.

STAFFING, TRAINING AND RETENTION

Jeff Monson mentioned that VECC just hired a new group, which just started last week. The group before this is currently going through the solo process. On the predictive hiring chart, typically in June, July and August, they are the hire months of turnover. Typically in June and July, VECC loses around 5 employees and in August, about 6 employees. This year, in June, VECC lost 2, in July, 1 and in August, VECC has only lost 2 employees. Retention is getting better. With the new group of 6 just hired, VECC has met the 81 employees. Staffing is getting better. There have been many applicants apply recently. Last year at this time, VECC had lost 23 full time employees. This year, as of September 1st, VECC has lost 11 full time employees. Jeff also mentioned that this Saturday, there is a Valley-wide recruiting event. Many different agencies have been invited. VECC will be attending and recruiting for dispatchers. SLC911 will also be there. They recently increased their wages this year and have offered a lateral move, years of experience for pay.

ANNUAL ACCOUNTABILITY MEETINGS WITH CHIEFS

Gigi Smith indicated that they have started scheduling appointments for accountability meetings. Last year, they met with just the Chiefs and this year they are meeting with both Chiefs and Trustee representatives. The meeting will last about an hour with no formal agenda. Gigi just wants to know what the cities projected growth will be to assist in staffing and equipment needs, as well as knowing what they want from VECC. Police meetings will be done through September and the first part of October. The Fire meetings will be handled by Beth mid-October through the first part of November.

ROUND TABLE/TOPICS FOR FUTURE MEETING

It was asked if there was any updated information on moving dispatchers into the Public Safety Retirement through URS. John indicated that URS was being very slow to respond in letting us know what the costs would be. So far through the State there is one PSAP who has converted over to Public Safety, which is Wasatch County. For VECC, John is still estimating that the costs will be around \$600 - \$800K per year in additional costs to move dispatchers over. There is still a question of some of the incentives or disincentives of moving over and it will be an individual decision the dispatchers will have to make. If VECC decides to move over, everyone will have to. Once URS is ready to publicly provide this information, John will ask them to come in and speak with the Boards and the employees, so that everyone can make an informed decision.

Big Cottonwood Canyon Marathon will be happening on Saturday. Anyone traveling in Cottonwood Heights down Fort Union Blvd. should avoid the area or plan on extra drive time until approximately 1:00 p.m.

There was nothing further to discuss.

The meeting adjourned at 11:21 a.m.