

## **SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

### **OPERATIONS BOARD**

***November 12, 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  
Chief Shane Hudson, UPD  
Chief Jeff Carr, South Jordan Police  
Chief John Evans, West Valley City Fire  
Chief Robby Russo, Cottonwood Heights Police  
Chief Dwayne Carruth, South Salt Lake Police  
Chief Gil Rodriguez, Murray City Fire  
Chief Andy Butler, South Jordan Fire  
Chief Ron Morris, South Salt Lake Fire  
Chief Marc McElreath, West Jordan Fire

**OTHERS PRESENT:** D/C Clint Petersen; West Jordan Fire; Fire Users Chairman  
Warren James, UFA  
Jared Morgan, UFA  
Kyle Shephard, West Jordan  
Sgt. Dave Harris, Draper Police  
Phil brown, Tech Users Vice Chairman  
Dave Shopay, West Valley City  
John I. Morgan, VECC Executive Director  
Jeff Monson, H.R. Manager  
Mark Whetsel, TS Manager  
Gigi Smith, Police Manager  
Terry Shaw, Operations Supervisor  
Beth Todd, Fire Operations Manager  
Andrea Partridge, Admin. Services Manager

### **APPROVAL OF MINUTES, OCTOBER 8, 2015 OPERATIONS BOARD MEETING**

#### **Motion –**

**. . . by Chief Marc McElreath, that the minutes of the October 8, 2015 of the Board of Operations be approved as written; the motion was seconded by Chief Gil Rodriguez; the motion passed unanimously.**

### **VECC SERVICE AWARDS**

Mark Whetsel presented a 10 year service award to Brice Rawlings, the radio and facilities maintenance technician, and Gigi Smith presented a 10 year service award to Heather Stevens, the Administration Assistant. Other certificates to be presented include EMD accreditation for each VECC employee. Terry Shaw asked if the Chiefs could assist after the meeting in handing them out to the employees.

### **USER GROUP REPORTS**

#### **Fire Users Group**

D/C Clint Peterson commented that EMD is officially accredited with audits happening every 6 months. EFD accreditation scoring was met for the month of September. October's calls are still being reviewed. They discussed the Zetron interface. After completing the data and comparing using the interface versus manually dispatching, it was decided that the time frame between the two is so small, they will continue to use the interface. Not using the interfaces opens the users up for human error such as not setting off a station tone or setting off the wrong tones and then having to redispach. EMD version 13 is in process and includes new protocols, better verbiage, new determinant descriptors and new suffix codes. There will be over 1900 updated medical codes. These codes that need to be updated were handed out to the user group and they will make recommendations of whether or not to upgrade units for specific calls. On endangered missing persons searches, the discussed whether to have fire departments participate in these searches. If it is requested by a police sergeant or higher, they are to notify the BC to see if Fire is available to assist. This can include usage of

the K9 dogs, lifeline dogs, etc. Instead of making this an every once in a while process, it was recommended to make this part of the process. They wouldn't go out every time but only if it was requested.

**Motion –**

**. . . by Chief Robby Russo, to approve using Fire resources when necessary; the motion was seconded by Chief John Evans; the motion carried unanimously.**

**Police Users Group**

Sgt. Dave Harris reported they discussed Code Utah, which was updated a bit and discussed further. They asked for changes, and a request was made that if a Code Utah is invoked, more than one backup officer would be sent. Dispatch has been receiving many tow company complaints about problems with being passed over and things. It was determined that dispatch does not need to address these. They will be forwarded to either the on duty sergeant or the agency's tow coordinator. A question with Salt Lake City and Sandy came up. They were going to recovered stolen vehicles or finding stolen vehicles and contacting the registered owner before a hit confirmation could be done. Sgt. Cryder was in attendance at the meeting and he said he would address it with Salt Lake City. Code 4 checks will now be at 4 minutes instead of 5 minutes. Dispatch has been receiving many questionable calls that are not police related, and it was decided that dispatch would not handle these calls, but they would be forwarded to the sergeant and they will determine if they will be dispatched out or not. Dispatch prioritizes calls 0-9 and a discussion was brought up about what each priority was and if 9 were needed. It was agreed that 0-4 would be standardized and most of the priorities 5-9 were just the dispatcher using the numbers to prioritize their screen. They will discuss further how many priorities are needed. Another question came up about clearance codes; many agencies are calling into dispatch to clear a call long form or short form. Each agency is different as well. It does not matter to VECC if it's cleared long form or short form, each agency will handle them individually. The Wrong Way Vehicle protocol was discussed and it was agreed that if there is a wrong way vehicle that appears it will be entering other jurisdictions, the initial dispatcher taking the call will stay on the line with the complainant so that they don't get transferred. The dispatchers will be linked together but the initial dispatcher will continue the call.

**Tech Users Group**

Phil Brown indicated they met last week and most of the meeting was spent talking about the 15.11 patch coming up. This actually was installed on Monday. A Spillman updates has been scheduled for next summer. GIS upgrades were discussed, which will upgrade the geo databases in Spillman. They also discussed some of the video body cams and issues with the software, redaction issues. Spillman will be coming out in December to discuss upgrades. Citations and the delays were discussed.

**EXECUTIVE DIRECTOR'S REPORT**

**Commemoration**

John Inch Morgan played a Veteran's Day commemoration. He thanked everyone for their service.

**Public Safety Software Update**

John wanted to update everyone with where the process is out. He showed the most recent timeline, indicating that the peer-to-peers are being done and they have finalized the CAD portion and are contemplating awarding the bid to Intergraph. They want to do more investigation on the police RMS system and tomorrow, Intergraph will be coming in to run a demonstration of the capabilities of the RMS system. This will happen at the West Jordan Police Department in the Community room. They will also be discussing the business intelligent side. This will begin around 10:00 a.m. They are in the process of doing the finalization of costs and negotiation on the final contract. John's goal is to have this completed by the first or second week in December. Chief McElreath asked if there would be 2 separate contracts, one for the CAD and one for the RMS. John thinks the contract will be the same; however, there will be discussion on how it will be constructed. In the initial bid that came out, they include the CAD and the web RMS in the same bill. For the fire, in the bid there is an integrator which allows agencies to keep the RMS they have and it's fully integrated into the system. In the investigation, they have looked to see what everyone has the fire departments as far as records management and they have already build the integrators for each one of these systems. For the police, they have the integrators for one thing. The other proposal is a web RMS, and John wants to make sure everyone understands what the web RMS does. Entry will be fairly simply because it's more automated than anything else, but he hopes it will pull out and configure to the reports needed. Intergraph offers so much more than anything the others have in the field.

**INTERLOCAL AGREEMENTS**

John has created 2 separate Interlocal agreements. One that we had was based on the legislation passed in 2014 that required the 2 major PSAP's of a County of the first class, to get together and create an Interlocal.

The 2 primary PSAP's, Salt Lake City and VECC, came together and an Interlocal was created that primarily looked at the investigation to see the feasibility of adopting a common CAD within the Valley. This first Interlocal he is presenting is an amendment to that agreement. The first part looks at the Act that asks the 2 PSAP's to come together. It also looks at the ability of the two entities to enter into an Interlocal agreement. The amendment states that VECC and City have completed the process of hiring a consultant, soliciting bids from CAD providers by way of RFP, evaluated responses from the providers and selecting Intergraph as the provider from which each will purchase CAD systems. One thing proposed is to purchase one site license that covers the entire County for the CAD and then individual user concurrent licenses that will be purchased as well which will identify how many will utilize the CAD at the same time, and not buy a license for every single user. This Interlocal extends the terms of the agreement which continues for an indefinite period to allow for the completion of the funding and implementation of the CAD, but it will not exceed 4 years. It will take 18-24 months to have any CAD fully implemented. The first 6-8 months will be looking at the processes and making sure before equipment and licenses are in the field, the procedures are in place. The RFP was also opened for 3 years so that any one of the agencies or everyone collectively can purchase under that open contract with guaranteed prices. John continued to review the Interlocal, indicating that it gives a lot of flexibility. One of the things discussed is that the site licenses will be paid for through 2 different sources. One, the \$1.337 million from the County, and the other being the CAD fund set up in the 2014 legislation. After the VECC building is paid off, the Board of Operations and Trustees may allocate some of this money to pay for some of the other things. John just wants ultimate flexibility for the group as well as for individuals. Funding for the purchase of the licenses will be the responsibility for each party, but they agree to use the following sources of funding to purchase the CAD licenses. Those funds include the County allocation and the grant executed by the County in a pro rata proportion to the total number of licenses purchased from the provider by the parties involved.

The second part of the Interlocal is a grant from the State for the remaining funds for the licenses for the CAD provider. In the 2014 Legislation, the legislature took \$0.06 per phone line, putting it into a restricted CAD account. This account can only be used for something like this. It generates about \$2.5 million per year. Currently, there is \$1.6 million in this fund. It must be reallocated each year and John is working with Senator Harper to be sure it's reallocated. John must go before the State 9-1-1 committee, along with Scott Freitag, and also to the UCA Board to get approval. At the last meeting held, the director of UCA informed everyone that this project is the reason the fund was created. It is anticipated that the CAD provider will be paid directly and then be reimbursed from the State funds. This was worked out by the CAD vendor that they will invoice VECC who will invoice the state and we will do flow-through funds. John has been working with Senator Hatch's office to receive an allocation, which is a slow process. A \$177,000 grant has been obtained from the Homeland Security Grant's Council. There are a number of funding sources lined up and John does not see that there will be any need to increase assessments.

**Motion –**

**. . . by Chief Robby Russo, to approve this Interlocal agreement; the motion was seconded by Chief Ron Morris; the motion carried unanimously.**

The next Interlocal agreement has been worked on by both John and the District Attorney's office. This is for payment of funds for the CAD in Salt Lake County. It goes through initial recitals and repeats much of the same language as in the other Interlocal. It explains that the CAD restricted account was created by the legislature to be used exclusively for this and adds to it the funds that the County has. The important part is where the parties have reached an agreement for the distribution of County allocation for the purchase of a single CAD in Salt Lake County. Initially they were looking at dividing the funds, trying to identify some funds going to Salt Lake City and some funds coming to VECC. It was decided by the Mayor that all the funds would come to VECC and after identifying what the overall site license and individual site licenses were needed, VECC would administer those funds.

**Motion –**

**. . . by Chief Shane Hudson, to approve this Interlocal agreement; the motion was seconded by Chief Craig Burnett; the motion carried unanimously.**

John discussed funding and gave some examples of options available, showing the initial base price of \$4,681,001. If all of the funding isn't approved, John is planning to ask UCA to bond the entire amount. Another option would be going on a payment plan. In the RFP, financing options were requested and approved. The other option would be doing a municipal equipment bond.

**EMD, EFD Protocol Update**

Beth Todd mentioned that once the EMD update is completed, there will be 1,900 medical codes. As pointed out in the Fire Users, for the RMS systems, if an agency has all of the specific codes in the RMS system, those will need to be adjusted for the new codes. Beth did send out a spreadsheet which includes all of the codes when completed. It will take until the middle of December to get the CAD set up to facilitate this and Beth will let everyone know before they come out to install the update.

**POLICY AND PROTOCOL REVIEW****Station Alerting**

Beth Todd handed out this policy for the agencies reviews, mostly for the fire codes. It's the Zetron operations procedure. Because of the study being done with the manual versus using the interface, the procedure was pulled out to be sure that it was still in line with what they were doing. This policy is just for everyone's review. It includes information on what to do if the Zetron stops functioning and also if VECC gets an incoming call surge, or if dispatch needs to go to 2 different sending channels, how they would do this.

**Text 2 9-1-1**

This is just a first draft. It's a combination of several different Center's policies, and trying to figure out how text 2 9-1-1 calls will be responded to. Beth is just looking for comments and suggestions from the agencies. She will email this out as well for review. It basically talks about how text 2 9-1-1 calls will be handled. VECC is currently live with the major providers, but it is not advertised until more dispatch centers come on line. There are more things to be worked out between the dispatch centers. One concern Beth has, in working with Salt Lake City, with the Priority Dispatch protocols is if they used the full version of the protocol, they would only get a few questions done before responders arrived and there wouldn't be enough time for instruction. This needs to be looked at in how they should be addressed. She has also contact Priority Dispatch to get their suggestions on how this should be handled. The calls received to this point seem to take between less than a minute up to 8 minutes to get a response back from the person. Most of the texts received seem to be accidental misdials. Beth asked the members to look through the policy and send any comments back to her and she will get them incorporated. John mentioned that the State 9-1-1 committee has hired an advertising consultant to roll out the Text 2 9-1-1 as they get further down the road. Chief Diamond asked if there was separate tracking for Text 2 9-1-1 calls as far as response times and things like this, since these calls will take more time. Mark Whetsel indicated that the current Intrado system keeps all these times and there is the ability to pull the information from the phone system itself.

**ROUND TABLE DISCUSSION**

Chief McElreath asked what the status of the UPD/VECC merger was. John Inch Morgan indicated that it's been put on hold with getting the CAD taken care of. It didn't make any sense to bring UPD in, have 2 different CAD's and then have to train everyone on a new one. The discussions have been to put it on hold. There is a technician coming in today from Intergraph to identify what equipment we currently have and to look at the entire configuration. Part of it will be looking for the redundancy going back and forth as well as a disaster recovery option available to us.

There was nothing else from the agencies at this time.

The meeting adjourned at 11:23 a.m.