

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD

December 10, 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 Gil Rodriguez, Murray City Fire
Chief Bryan Roberts, Draper Police
Chief Andy Butler, South Jordan Fire
Chief Ron Morris, South Salt Lake Fire
Chief Marc McElreath, West Jordan Fire
Chief Phillip Quinnlin, West Valley City Fire

OTHERS PRESENT: Chief Randy Thomas, UPD
D/C Clint Petersen; West Jordan Fire; Fire Users Chairman
Warren James, UFA
Isaac Zenger, West Valley
Carlyn Page, IAED
Shawn Messinger, ProQa
John I. Morgan, VECC Executive Director
Jeff Monson, H.R. Manager
Mark Whetsel, TS Manager
Gigi Smith, Police Manager
Beth Todd, Fire Operations Manager
Terry Shaw, Operations Supervisor
Leslie Devey, Operations Supervisor
Chris Dunn, Operations Supervisor
Andrea Partridge, Admin. Services Manager

APPROVAL OF MINUTES, NOVEMBER 12, 2015 OPERATIONS BOARD MEETING

Motion –

. . . by Chief Ron Morris, that the minutes of the November 12, 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 reported that they discussed the FatPot interface. The quote from FatPot to upgrade the Zetron system interface was \$45,000. Everyone agreed it was too expensive for a system that was going to be replaced in 18 – 24 months. It was recommended to leave the system as is. They discussed Text 2 9-1-1, which is live at VECC, but there are kinks being worked out. It has not been advertised yet as VECC is still going through procedures and training for the dispatchers. Texts can be delayed from 5-8 minutes depending on the provider used and the GPS system usage. They are waiting to hear back from Priority Dispatch on this and further training for the dispatchers. Omega medical codes were discussed. VECC does not use the Omega codes, but they are actually less priority than Alpha calls. Omega codes will be dispatched the same as Alpha calls, which was the agreement until updated coding can be completed. It was recommended to activate the omega codes and initially assign the current Alpha responses for each agency. At that point, they will go ahead and decide which units individual agencies want to respond on these calls. For now, they will send someone and the response will be the same as Alpha calls. They discussed the CAD system which Mark Whetsel will be covering later in the meeting. The Dispatch Review Committee still has a few calls that need to be reviewed and numbers for EMD and EFD should be out next week. If the EFD numbers are at an acceptable number, it will be the third month in a row and it will be submitted for accreditation. On mass casualty incidences versus active shooters, it was suggested that a page group be created to notify all the agencies for

these types of situations where everyone will be sending ambulances due to the high number of casualties. If the agencies would like their Chiefs and EMS Coordinators included in this page, please let Lin Shaffer know and she'll add them. This was previously discussed and agreed upon with the fire users. The Police Chiefs discussed it at this meeting and decided it was a good idea. They discussed an APCO training attended and Lin received very positive feedback on this training. Mike Dykeman from Murray thanked everyone who responded to the Murray fire, which involved a mayday activation. There was an after-action critique on this and it went very well. Warren James mentioned it seemed like on house fires, they reverted back to a 1 Battalion Chief dispatch on occasions where they used to send 2. Everyone agreed to go back to the 2 BC response for any structure fire or working incident, larger than a shed fire. UFA and Murray has been updated. Vint Pyper is currently working on West Jordan, trying to update this. Beth mentioned regional radio channel issues and they went over the talk groups and what they should be used for. Beth will resend this policy out to everyone as a reminder.

Police Users Group

Chief Shane Hudson reported that at the Police Users meeting, they had a short discussion on the 4 in 4 protocol, setting the timer when someone checks out on a contact, in 4 minutes they will get an auto notification in the call center to make sure they are code 4. Salt Lake City, Sandy and UHP attended the meeting and since the meeting, SLC reported they were on a 5 minute timer which they are changing to a 4 minute to be consistent. UHP is still on a 5 minute timer. They are starting to get more consistency for the code 4 checks for the officers out on the road. Some of the history behind this is they are looking at the officer-involved shootings. Over the past few years, many of them have been on simple check on motorist-type calls. Even on a non priority contact, a simple officer stop, they want to make sure everything is okay. The code 4 checks will continue until the officer suspends it. They discussed having the officers give a complete address rather than a generic location. On the regional channels, if one is requested, the officer needs to request that it be recorded, as they are not automatically recorded. VECC will need to queue it up and set the equipment so that it will capture the recording if it is desired. It was discussed that holiday staffing was short and they may need to close down the request channels, but Gigi then updated the Boards that everything looked to be okay staffing-wise. Also, the VECC supervisors have purchased a Kindle and they are looking for a victim advocate or some kind of agency representative to donate this to. If there is anyone interested in it, please contact Gigi Smith and she will let the supervisors know. Finally, they had Sgt Ford from Cottonwood Heights retire and they re-nominated a vice-chair, but didn't have anything in their charters to address such issues. As a result, they just amended their charter to allow a mid-term nomination and election good until June 30th. Gigi Smith send out an email regarding the regional channels, she added the PD users minutes and also added the map and additional information on the channels. Chief Diamond mentioned at the LEADS meeting, they discussed the protocol for missing persons for VECC and it was decided they would be dispatched from whatever jurisdiction the person is calling from and not necessarily their home address. That jurisdiction will take the initial report and then it will be decided who will actually do the report based on the situation.

Technical Services User Group

Isaac Zenger reported that VECC has installed a new certificate from BCI which should be good for the next year. They were looking at upgrading their Spillman server over to 6.3, the newest version, however, this has been delayed until further notice due to Spillman scheduling issues. They also discussed the CAD and RMS update, which will be discussed further in this meeting today.

EXECUTIVE DIRECTOR'S REPORT

Public Safety Software Update

Mark Whetsel reported in John Inch Morgan's behalf today. He reported that on the CAD RFP update, the RMS meeting was held out in West Jordan and following that meeting, a list of approximately 20 issues were submitted to Intergraph to find out if something could be done, or if a 3rd party vendor could it. Most of the answers came back that they had been addressed in the original RFP, and a few that they were still doing research on. This information was relayed to John mid-week last week. The committee met last Friday to go over the recommendations and to move the process forward. Chief Diamond commented that they were still moving forward and still getting questions answered. He'll be sending the responses out as soon as they are all received and then a meeting will be scheduled to decide what will happen. This will affect the contract and the way it will be written as far as if everyone will be going to the RMS system. Before the contract will be completed, this needs to be resolved and a decision needs to be made quickly. Chief Diamond has a meeting with Chief Mike Brown, SLC Chief, next week to get his ideas and concerns and he'll also be talking to West Valley at some point to discuss their questions. The CAD portion is moving forward as planned.

POLICY AND PROTOCOL REVIEW

Text 2 911

Beth Todd explained that a draft procedure has been put together and updated with all the comments received so far. One thing added is what to do if the texter is the driver and what instructions to give them. Another addition is what to do when the text 2 9-1-1 conversation transitions to a voice call. They decided to have all 4 Training Coordinators from the dispatch centers develop a single training program to be given to all 4 centers so that everyone is trained the same way. They are still working with the Academy on how to actually do the interrogation and give the instructions since there is no interface with the CAD system, and everything will have to be typed out. Once this is all figured out, the Training Coordinators will assist in figuring this out and then training will begin. Then the public education piece can begin mid-January. Salt Lake City is the only dispatch center on the phone system that currently has not turned this on. They are still in the process of notifying the cell providers to turn this on. Currently, only Sprint will allow media text. When the media goes through the text control center, the TCC intercepts the text message and sends it onto the dispatch center with a link that explains there is media attached and gives a phone number to call for arrangements to send the media text over. Mark Whetsel said that part of the problem is trying to figure out liabilities. There are 2 text control centers, Intrado and TCS, and they have agreed that until everyone decides how and where the appropriate delivery of video and pictures should be, they will just be blocked and they will send a response to the center who then has to follow up with them. This should be included in the public education, letting them know that the video or media will not be received by dispatch right away.

CALL-TAKING PROTOCOL REVIEW – EMD, EFD & EPD

Gigi Smith commented that for EPD, there is a special meeting scheduled for Thursday, December 17th from 10:00 to 12:00 p.m. and it will go over the benefits of protocol use. Chris Knight will be conducting this meeting and will give some information on EPD and then some dispatch calls will be played to show how the information goes into the protocol system. She mentioned that the due date for EPD accreditation is July 2016. Right now, the EPD DRC meetings are held the first Thursday of every month at 9:00 a.m. There has been some great attendance at this meeting and Gigi urges everyone to have representation at this meeting.

Terry Shaw reported that for EFD, VECC has the 3 consecutive months of accreditation numbers and John has signed the application and paperwork is being completed to be submitted soon.

Gigi introduced Carlyn Page and Shawn Messenger from the Academy, who are here to answer any questions anyone might have. Leslie Devey presented the Board of Operations the EMD accreditation plaque and thanked them for their support. Carlyn recognized Valley Emergency Communication Center as an EMD accredited center on October 8, 2015. VECC is one of only 148 current accredited centers in the world in Emergency Medical Dispatch. Currently, there are only 30 fire dispatch centers, 7 Police Centers and only 5 centers in the world that are tri-accredited. She brought ACE pins for each of the dispatchers and Chiefs. Carlyn explained that accreditation standardizes the playing field where everyone is trained to the same level of care. It also gives an external validation. The Academy encourages input and they want to make the protocols better. When they receive a proposal for change, this is how they make changes to the protocol. When the proposals do come in, they want to make sure that it's a change made to the protocol from someone who actually uses it. When it's coming from an accredited Center, they have that verification that it's being used and being used correctly, and it carries so much more weight. Chief Diamond says that he's seeing repetitive questions that have already been answered by the caller. He wanted to know what their protocol was for fixing this. His concern is that callers are giving a lot of information at the very beginning of the call and instead of the call taker typing out all the information the caller is giving, the call taker is trying to follow the protocol and the question might not be asked for quite some time. Carlyn mentioned that what the Academy has done is there is a caller statement field at the very beginning of the protocol. The field has also been lengthened so that they can type all the information being given, which the officer will get right up front. Carlyn invited anyone who could attend the meeting on Thursday to attend it or schedule a meeting with her if they have any questions.

Round Table Discussion

The members had nothing further to discuss. Shawn Messenger asked if any of the Police Chiefs had heard of the National Domestic Communication Assistance Center. He came across this yesterday and wanted to share this resource. It's funded through the Department of Homeland Security. They are a technical systems resource for any law enforcement agencies and they can help with much more than just things like pinging a cell phone location. They receive dumps from all the wireless providers and have historical data. So if someone wanted to track a cell phone to see if someone was in the area last week, they will take that data and help print out maps and other things to assist in furthering the investigation. Shawn has all the applications needed to

sign up and he will submit it to anyone interested. Chief Diamond asked for him to send it to Gigi and she will forward it to everyone.

Calendar of Upcoming Events

Chief Diamond mentioned the calendar for the 2016 Board of Operations meetings.

The next Board of Operations meeting will be Wednesday, January 14, 2016 at 10:30 a.m.

Finally, Chief Diamond nominated Chief Bryan Roberts as the new Vice Chairman for the Board of Operations beginning January 2016.

Chief Diamond opened up the floor for nominations. There were no further nominations. Chief Diamond closed the floor for nominations.

Motion –

. . . for Chief Bryan Roberts to become the Vice Chairman for the Board of Operations beginning January 2016; the motion carried unanimously.

The meeting adjourned at 11:23 a.m.