

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
January 15, 2020 Meeting Minutes
VECC Board Room
5360 Ridge Village Drive, West Valley City

MEMBERS PRESENT:

Mr. Gary Whatcott; South Jordan
Mr. Wayne Pyle; West Valley City
Mr. Mark Reid; Bluffdale
Mr. Brett Wood; Herriman
Mr. Kyle Kershaw; South Salt Lake
Mr. Jake Petersen; UPD
Mr. Dan Petersen; UFA
Mr. Doug Hill, Murray
Mr. Tim Tingey; Cottonwood Heights
Mr. Korban Lee; West Jordan
Mr. Konrad Hildebrandt; Riverton

MEMBERS ABSENT:

Mr. Mike Morey; Alta
Mr. David Dobbins; Draper
Mr. Mike Reberg; SLCO
Mr. Kane Loader, Midvale
Mr. Scott Harrington; Taylorsville
Ms. Gina Chamness; Holladay

OTHERS PRESENT:

Mr. Ian Robbins; Osborne, Robbins & Buhler
Ms. Dana Howell; Osborne, Robbins & Buhler
Mr. Layne Morris; West Valley City
Mr. Jon Harris; Murray
Mr. John Evans; West Valley City
Mr. Jeff Bossard; Brighton
Ms. Colleen Jacobs; West Valley City
Mr. Jeff Carr; South Jordan
Mr. Layne Morris; West Valley City
Mr. David Spatafore; Capstone Strategies
Ms. Ashley Spatafore; Capstone Strategies
Mr. Jaysen Oldroyd; Salt Lake City
Mr. David Church, SLVECC
Mr. Scott Young; Snow, Christensen & Martineau
Ms. Beth Todd; SLVECC
Ms. Gigi Smith; SLVECC
Ms. Shelly deJong; SLVECC
Mr. Jonathan Bridges; SLVECC
Mr. Jeff Monson; SLVECC
Ms. Leslie Devey; SLVECC
Ms. Andrea Partridge; SLVECC

Mr. Gary Whatcott welcomed everyone to the Board of Trustees meeting. He did request an amendment to the agenda to add a Board of Operations Report, perhaps after the Approval of the Minutes.

Motion –

. . . by Mr. Jon Harris, to amend the Board of Trustee agenda and add the Board of Operations Report after the Approval of the Minutes; the motion was seconded by Mr. Doug Hill; the motion carried unanimously.

CITIZEN COMMENTS

Gary Whatcott asked if there were any citizen comments. There was no one in attendance who wished to address the Board.

APPROVAL OF MINUTES

Kyle Kershaw had a question on the minutes; on the account of the new members of CAD Administrative Control Group near the end, it mentioned the Interlocal agreement between SLC and SLCO. He questioned if it should be SLVECC instead of SLCO. Beth commented it's the current Interlocal between SLC, SLCO and SLVECC and is due to expire in February, so they are working on amending it. The minutes need to reflect that the new agreement will be between SLC, SLCO and SLVECC.

Motion –

. . . By Mr. Dan Petersen; to approve the minutes as written with the mentioned changed; the motion was seconded by Mr. Tim Tingey; the motion carried unanimously.

BOARD OF OPERATIONS REPORT

Chief Jon Harris reported that with the Fire Users report, they discussed the CAD and setting up a working group to try and have some of the menu items a little smaller and simpler. They also talked about different agencies sending some of their officers to VECC to shadow a dispatcher in 2-4-hour blocks to see what they can learn there. On Police Users, they had some discussions about reviewing the number of consoles paid for by each agency. Beth clarified that currently the assessments are based on calls for service; John has proposed in previous years to maybe look at a different funding model including a cost per console. This is what they were discussing. They also discussed methods for their officers to cut down their radio talk time. They talked about nature codes and the fact that they aren't quite the same for Spillman and Versaterm and that those lists need to be brought together. In Operations, Beth talked about the plan to migrate to Versaterm. They discussed the funds from UCA, returned settlement funds and how that will all be integrated. There will be a meeting with UCA on January 29th to present the plan and ask for additional funding from UCA. The UCA audit was discussed and talking about the number of 911 call transfers. The audit gave recommendations to try and avoid the transfers. The audit was by the Legislative Auditor General. It was one of two audits that will occur. Just moving over to Versaterm will help this issue quite a bit. Beth gave VECC statistics for 2019; they took 1.3 million calls. They also discussed wait times and the message people are receiving on hold. VECC is down 14 employees right now and with the percentage of wait times, there were significant hold times, sometimes over 2 minutes. Callers don't recognize that if a caller hangs up and calls back, they are put on the bottom of the list. Suggestions were made and the message will be reviewed as well as getting staffing back up. The discussed interfaces that are needed in switching to Veraterm and quotes for these. GIS will have a significant amount of work to do in getting the mapping up and running. Many of the agencies GIS departments have begun work on this already. There was one safety issue, mentioned in the Police Operations report, there have been a few glitches where fire has arrived on a scene that should have been police and fire and police was not dispatched, which causes delays. This will also be fixed with Versaterm, but for the time being, when fire arrives, they should confirm with dispatch that police is en-route as well. It was asked if this is just a glitch or if it's happening a lot of the time. Beth mentioned that it's occurring in the situation where it's using both CAD systems for the single call. So, Fire is on the Spillman CAD system and the law enforcement response is coming from the Versaterm system and it's the amount of time it takes for the information to get from one side of the room to the other. Fire is being dispatched because that's where the call is being created on a medical and then there is sometimes a delay in getting the information entered or transferred to the Versaterm side. It can be corrected, and we are working on it now. We are focusing on cross training our call takers into both systems so that they can enter the call wherever it needs to go rather than transferring the call.

ANNUAL FINANCIAL AUDITS

David Sanderson reported that this is the first time in 20 years that we are late for the audit. It's because the State Auditor requires we be complete by December 31, but due to the money coming back from the Hexagon project, it was delayed. We are waiting on the resolution of how it needs to be treated in the financials. The auditors are here today for any questions and we hope there is some resolution on the UCA meeting on January

29th so that we know how to treat the money. Ian explained that we had a work in process amount for the new CAD system that was on the books. As soon as that asset became devalued because vendors had to be switched, they had to determine how much of that asset has been impaired. They have been able to do that just as of today because we know how much equipment there is to be used to move forward with the project. Because there is a refund back from the vendor we were using, the auditor needs to know how to categorize that information as well to get it correct. To be honest, they would be happy to speak with the State Auditor's office; they would much rather have a correct set of financial statements than a timely set of financial statements. If the State Auditor's office were to come and look at this project, they would love to be part of that process so that they minimize any problems on that front. Overall, they wanted to let everyone know that the field work, other than this issue, has been completed for some months. There are no internal control deficiencies that need to be reported today. The budget and financial reports the Board has been getting, there is no change to those. Aside from this issue that everyone is aware of, there are no big changes the auditors need to communicate to the Board. Once everything is resolved, they will have an unmodified and clean opinion moving forward and will look just as good as it has in prior years. If they were to issue something timely, they would have had to modify the opinion because they don't know how to value the refund yet. As soon as they do, the turn around on this should be very quick. David Church asked if there is no resolution in February and it's still up in the air, is there a way to get an audit with a dispute pending, as the dispute would most likely not be resolved in a short period of time and 2019 needs to be closed out. They are currently sending updated attorney letters to the attorneys involved in any potential litigation. Once they hear back from the attorneys, they'll let them know if anything rises to the level of what may need to be disclosed on the financial statements as far as any outstanding liability or anything like that. If the dispute is material to the financial statements, it's hard to close the audit out without the right numbers. Kyle Kershaw asked if this will be a subsequent event that they will have to note, or will it be impacting the body of the financials. Ian mentioned that it impacted the body of the financials. There is about \$5.7 million that had been set up as board in process and they have calculated about \$1.8 million that is salvageable that can be used for the continuing project; they will have to write off the balance. Knowing what that write-off is, now it's a matter of what they can bring back on the financials as a form of receivable for the refund received back. It's a small matter for them, a big matter for negotiations but as far as getting the financial statements completed, it's a big thing that once we have the number, everything else is in place. Gary Whatcott wanted to understand that they would make notification to the state that we are late for a reason. Ian said that what happens is as we receive the letters, they would be more than happy to let them know what's going on. They talk with the State Auditor's office all the time and they can explain to them why the financial statements are late; they will understand that it's material, and they should be reasoned with. Kyle understood that with the state law, if the end certification of the audit isn't turned into the Auditors Office 30 days after the due date, the jurisdiction gets a letter, and then you have another 30 days to comply. After that, they have legal authority, if they wish, to withhold funds that trickle down through the tax commission. If the resolution isn't apparent within those 60 days, some sort of official contact with a representative from the State Auditor's office needs to be made to explain to them the situation. Ian said, depending on what the attorneys say about the pending litigation, that will determine whether we can file. David Church said we can get an audit filed; it will just be modified. The auditor would rather do it this way, having a modified opinion and then reissue a financial statement. They have investigated internal controls, and other things and there is nothing they need to bring to the Board's attention that is a red flag. They are waiting on numbers, basically. Ian believes we'll know within the next few weeks from the attorneys if this is something that raises to the level of disclosure on the financial statements. But until we know yes or no, we are stuck. VECC does have a good track records and reports have never been late before. Ian will be in contact with Dave and Beth and will bring the new Director on board with whatever is going and get them up to speed with the way the financial statements will be presented. He will plan to be to the next Board of Trustee meeting, hopefully with financial statements. It would be best to meet with the Auditors Office with Management to explain the situation. Dave will contact their office and then Ian will follow up after Management has followed up.

2020 LEGISLATIVE UPDATE

Dave and Ashley Spatafore attended to update the Board on the upcoming Legislative session. Dave mentioned that right now, while they are getting ready for the session to begin on the 27th, there is one numbered bill he is following for VECC. There is another bill that will be filed and there was a meeting from Senator Harper, who is the bill sponsor, and he also wants to bring up the Legislative Auditor General's audit of UCA, which actually impacts PSAP's and call transferring and delays more than it did UCA. The first bill numbered is HB104; this is a

bill that represented Brian King, who is now trying for the third time to pass this. This bill has been changed to make a little more sense; it's 911 responsibilities in an emergency. In the first year, it was a general "if you see something and you don't call, it's a class B misdemeanor". This year, he's refined it and it adds a couple of definitions such as emergency, an individual is suffering from serious bodily injury. It adds the definition of serious bodily injury, an injury which involves a substantial risk of death. Essentially what the bill does say now is in these situations, if an individual does not call 911, during the law enforcement investigation of that incident, an individual who had the ability to make a call to 911 and didn't, can be charged. This is something that Dave will follow to see if it passes; it can really help both the individual in crisis and law enforcement. The second issue is a bill Wayne Harper is running. This bill is in direct response from the performance audit from UCA. If anyone is interested in looking at the audit, it's on the legislative website, le.ut.gov and go to the Auditor General's office. The auditor made the presentation to the Audit Committee, which are the President of the Senate, Speaker of the House, and then Majority and Minority Leaders in each chamber. A response was filed by both UCA and DPS. Speaker Wilson, who conducted the meeting, had the responders reverse and had DPS respond first. One of the biggest concerns and criticisms in the audit are the call transfers. A lot of the DPS call centers have as much as 30% call transfers, which created a lot of angst in the audit. Commissioner Anderson and Col. Rappich were really questioned about why so many call transfers. Leadership is wanting the call transfers reduced. Any time the Legislative Auditor does an audit, there will always be suggestions. Wayne Harper's bill will follow those suggestions. He will be putting into his bill and number of things, and the bill is still in process. The bill will make some of the changes that the auditor suggested from UCA, and it will make changes that URTA Rural Telecom did in last years' bill, SB154. UCA cannot overbill to help private companies at the expense of URTA. This audit showed that UCA is not doing that and some of the cell companies have always wanted to use UCA towers but can't. UCA can make some money to help offset their costs because the towers were already there, and the cell companies are complaining that they used to be able to partner with UCA and now they can't. This bill will try come back with some of that language so everyone can benefit. Senator Harper wants to have an absolute drop-dead date to where call transfers will stop whether it's virtual or physical consolidation state-wide. There will always be some call transfers, but they don't want the 30%. He would like this done within 2 years, but they compromised on some benchmarks between now and that 2-year period. These benchmarks must be hit and if they aren't hit, there will be an absolute end date. One of the big advantages Salt Lake County has now to be able to retain the \$4 million that UCA has provided and to get any extra money needed to make sure we are on the same CAD platform is this audit. Being on the same CAD platform in Salt Lake County will help obviate those issues of call transfers. Senator Harper wants to look at and has tasked UCA and VECC with CAD2CAD issues, call aggregators, policies & procedures, training & staffing and the transfer of protocols. These are the things Beth will be working on and her first call is tomorrow. A second call is next Wednesday. At the meeting the other day too were also the two bill-drafters, Shannon Halverson and Sarah Bland and they will be on the call as well and will be drafting. One thing we want to do is make sure we are very proactive with that piece of legislation and that it works the way we would like it to work. We can also use the argument on reducing call transfers to make sure we get the money we need to finish the single CAD in Salt Lake County. Gary Whatcott commented that the interesting contradiction to this though is what he heard at UCA; many people were talking negatively about VECC's decision to go to Versaterm just because of this issue. Half of the state is still on Spillman and half on Versaterm, and they wondered why VECC would go with Versaterm when a large part of the state is on Spillman and why aren't we all going to the same vendor platform. He's just saying it can work against us the same way it can help us; he has heard arguments on both sides of the issue. Brett Wood asked how many users are outside Spillman and Versaterm. Bountiful and San Pete County are with Eforce. Chief Petersen commented that there is a lot of information suggesting that Motorola potentially is going to stop supporting Spillman and move everyone to a different platform, they just haven't experienced it yet. Gary Whatcott asked if Senator Harpers bill would have any fiscal note to it. They may have to come up with funding for all the different requirements they are going to have including call transfers which will need interfaces created. Dave reminded everyone of last year's SB154 which increased the monthly charge on telephone lines to do the enhancements for Next Gen 911. The Governor didn't sign that bill and he was very close to vetoing that bill because Kristen Cox never gave her sign of approval on the legislation and thought UCA went behind her, even though the primary motivators of that bill were 911 centers to get the additional revenue to do Net Gen 911. He doesn't believe there will be any extra money. It will be either repurposing current revenues or something else. In the cases of agencies only having one call taker, he believes that's where they are talking consolidation. Dave mentioned that yesterday, the Public Safety Committee of UCA met and they discussed this bill. Sheriff Brian Nielson said that the sheriffs have already taken the position that they will absolutely oppose physical consolidation, which is not helpful if

the legislature is saying to reduce the call transfers. He made the motion that that committee go on record to support that motion as well. There was no action taken on any of those issues at the meeting, so they couldn't take a position or motion on it. Many said they didn't want to oppose anything, and they wanted to try and work with the legislature to make sure the funding is there and then the Sheriff withdrew his motion; Dave believes there will be political issue on consolidation. During the Audit Committee report, President Adams, a former Layton City Councilmember, and Layton has their own dispatch center, did say he could understand why cities and counties want to have their own dispatch centers, they have more control. Dave believes we need to keep our eyes on this bill to make sure it's something livable and workable. Beth has placed the audit in the Dropbox for all to view. Keep in mind, there will be a second audit on the dispatch centers which will focus on staffing and policies & procedures.

ELECTION OF OFFICERS

Gary Whatcott has talked with Doug Hill and typically the Vice-Chair moves over to the Chair position. Doug has informed him that he has several tasks this year with his job in Murray and it will be difficult for him to do this as well. He has asked to not be the Chair or Vice-Chair this year, which means we need to nominate for both positions. Gary opened the floor to nominations for the Chairman for the VECC Trustee's Board. Kyle Kershaw nominated Gary to retain his position if time and circumstances allow, he does a great job and has a lot of the connections. Gary has done it for 3 years and stayed on an extra year to get everyone through that last piece. He would like to step down. Doug Hill commented that he did talk to Dan Petersen. He feels Dan would be a great Chair this upcoming year because he's invested more time than anyone else in this Board in the selection of the Executive Director. He has gone out along with others to visit with Scott Ruf and Dan knows him better than anyone else on the Board. Secondly, we all know that Dan is very invested in the switch to a new CAD system and is looking out for the interest for both Fire and Police and the betterment of VECC. He has put a lot of time and energy into researching this and he believes that Dan has a lot of interest in the transition, which will be very helpful in the upcoming year. With that, he would like to nominate Dan Petersen as the Chair. Wayne Pyle seconded that motion. Brett Wood wanted to comment that he has some reservations, not because of him, but he's worried about being UFA and a Fire Chief and him sitting on the Board of Trustees and being particularly the Chair. As far as being a worker and making sure we have a process and having a very documented and clear understanding of what's going on, he was ready to second the nomination. He does support the nomination; he is just worried about make sure we don't have a cross over of what his position is as chair versus Fire Chief. There were no other nominations for Chairman. Dan has talked with Doug and he is willing and is comfortable with things. He is looking forward to the new Director and making sure he has what needs to be successful and that both Police and Fire have the leadership we need to take us out of the hole we feel we are in. There were no other comments. The motion carried unanimously to appoint Dan Petersen as the new Trustee Chairman.

Gary then called for nominations for the Vice-Chairman. Kyle Kershaw nominated Brett Wood and it was seconded by Gary Whatcott. Brett Wood is willing to become the Vice-Chair and he would love to work with Dan Petersen. He is very passionate about the employees, what the mission is and the level we need to get to. It will give him the opportunity to really put more effort into it. The motion carried unanimously to appoint Brett Wood as the new Vice-Chairman.

Beth Todd requested again for this year a letter from the City advising who the appointee and backup will be, as well as who the members of the Board of Operations appointees will be. They should be sent to Andrea Partridge.

Dan Petersen recognized Gary Whatcott for his dedicated service over the past 3 years.

UPDATE – CAD PROJECT

Jonathan Bridges mentioned that we are actively preparing for the 7.6 upgrade on Versaterm. This is scheduled on April 21st. There is some training that needs to take place on this and other updates. On Monday the 27th, the first part of this will take place; there will be short period of down time with that. Shelly deJong will be the point of contact on this. After the 27th, we will start training on the 7.6 CAD version. The project timeline is aggressive and robust. They have it planned out and we will keep going through the steps as they have been currently defined. He also mentioned that because we are still supporting 2 CAD systems, he will continue to give updates on the Spillman environment as well. We have a patch coming up in the next few

weeks that will deal with some issues on the crash form. Lin Shaffer will be coordinating that with the various teams. The Board of Operations discussed some standardizations of processes with the different Chiefs and agencies. Mapping and GIS was mentioned briefly. Matt Schulz has become the point person for GIS and mapping for Salt Lake County for all the different systems here and he is meeting with a lot of the other GIS individuals on February 4th to discuss this standardization and the processes that need to take place. On the GIS mapping, this is critical. In relation to call transfers, on the floor here at VECC, we have systems which are in place now to run both Versaterm and Spillman. This is helping as we do more cross-training, we have the availability to run both systems from each console location. Mark Reid asked if we had the ability to do a CAD2CAD transfer to Utah Valley Dispatch. Jonathan said we do not. Beth commented that we've never had one between Spillman and Utah Valley. It was discussed initially but Spillman had issues with the CAD2CAD and they were concentrating on Tooele County and their systems because they had a lot more calls from the Tooele County side. Jonathan said it certainly could be done, but it hasn't yet

MOTION TO CLOSE THE MEETING TO DISCUSS PENDING OR REASONABLY IMMINENT LITIGATION

The purpose for the closed meeting will be strategy on pending or reasonably imminent litigation. Those invited to stay would be the Trustee members, Salt Lake City attorney representative and the Chiefs.

Motion –

. . . by Mr. Doug Hill; to close the meeting to discuss pending or reasonably imminent litigation; the motion was seconded by Mr. Mark Reid; the motion carried unanimously by roll call vote.

The meeting went into a closed session at 3:04 p.m.

Motion –

. . . By Mr. Brett Woods; to come out of closed session; the motion was seconded by Mark Reid; the motion carried unanimously.

The meeting went back into regular session at 4:07 p.m.

CONSIDERATION OF RESOLUTION T20-01 APPROVING A GENERAL CONSULTING SERVICES AGREEMENT WITH MISSION CRITICAL PARTNERS

Beth commented that this is just a follow up from the conversation we had last month. We did negotiate with Mission Critical Partners and we agreed to a Statement of Work with them for \$8,700. This is just a Resolution to go forward with that. It will come out of VECC's budget and it was asked if we needed to do an amendment to the budget. Beth said she would find out about this. Dan Petersen commented that in the move that Chief Harris head getting all of the Fire Chiefs together to say that they were good with moving ahead towards Versaterm, the ask was to make sure that the list of things we need are captured and validated and signed off by Veraterm before we move forward. That list was initially started, and this is about them now putting it in writing that can be ported over to the agreement. On the Fire side, without having Fire go to an RFP, the risk was that Versaterm couldn't meet the complexities of the VECC Fire agencies where it could for Salt Lake. They have helped every Fire Chief come to consensus and agree that yes, we can get what we need; let's go forward and speed up this process. Dan asked if everyone was comfortable with the Resolution pending the approval of funds. Brett Woods thought we needed to clarify in the motion that if the money isn't there, we do a budget amendment, or direct Beth if she cannot find the proper place to spend it, come back to the Budget Committee. Gary Whatcott remembers speaking with John about this and he identified the money.

Motion –

. . . by Mr. Gary Whatcott, to approve Resolution T22-01; the motion was seconded by Mr. Tim Tingey; the motion carried unanimously.

CONSIDERATION OF NEW BUSINESS

Dan Petersen asked if there was any new business to consider. Mark Reid asked as we move forward, we have had to upgrade both Verasterm and Spillman and make certain changes to VECC. He asked if these upgrades

were part of the Grant. They are not. However, some of the upgrades were equipment that was necessary. Beth said there was a total of \$1.9 million spent on hardware that was grant money.

There was nothing more to discuss at this meeting.

The meeting adjourned at 4:13 p.m.