

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
February 17, 2016 Meeting Minutes
VECC Board Room
5360 S Ridge Village Dr, West Valley City

MEMBERS PRESENT:

Gary Whatcott, South Jordan; Vice Chairman
Mr. Randy Fitts; Holladay
Mr. Scott Harrington; Taylorsville
Mr. John Guldner; Alta
Mr. David Dobbins; Draper
Mr. Layne Morris; West Valley City
Chief Doug Diamond; West Jordan
Mr. Ryan Carter; Riverton
Mr. Mike Shelton; Cottonwood Heights
Mr. Kyle Kershaw; South Salt Lake
Mr. Gaylord Scott; UFA
Mr. Carlton Christensen; SL County

MEMBERS ABSENT:

Sheriff Jim Winder; UPD; Chairman
Mr. Blair Camp, Murray
Mr. Brett Wood; Herriman
Mr. Kane Loader; Midvale
Mr. Mark Palesh; West Jordan
Mr. Mark Reid; Bluffdale

OTHERS PRESENT:

Chief Andy Butler; South Jordan Fire
Chief John Evans; West Valley City Fire
Chief Jeff Carr; South Jordan Police
Mr. Dave Sanderson; VECC Accounting
Mr. John Inch Morgan, Executive Director
Mr. Jeff Monson; Human Resources Manager
Mr. Mark Whetsel; TS Manager
Ms. Gigi Smith; Police Operations Manager
Ms. Beth Todd; Fire Operations Manager
Mr. Rion Phillips; VECC Supervisor
Ms. Andrea Partridge; Administrative Manager

APPROVAL OF MINUTES OF JANUARY 20, 2016 BOARD OF TRUSTEES MEETING

Motion –

. . . by Mr. David Dobbins; that the minutes of the January 20, 2016 meeting of the Board of Trustees be approved as written; the motion was seconded by Mr. Kyle Kershaw; the motion carried unanimously.

BOARD OF OPERATIONS REPORT

Chief Butler reported that in the Fire User meeting, they updated everyone on the EFD Accreditation. The application is in and VECC is waiting to hear back from the Academy. So far, 7 of the 20 points to accreditation have been approved and passed off. On the CAD RFP, the Fire User group unanimously voted on the CAD and RMS product and final negotiations are moving forward. The Academy is not putting out any special watches on the EMS side of things for the Zika virus; there are no changes at this time, and they are monitoring this. If an address needs to be flagged as a hazard, the process has changed a little bit as to who is authorized to put those flags on addresses. South Salt Lake's hazmat unit has been taken out of service, they are utilizing West Valley's hazmat 73, UFA's hazmat 109 and 126. They will still have personnel at the hazmat technician level but they won't have a unit in service. There were minor delays between VECC and Salt Lake City dispatch that are being addressed. In the Police Users meeting, Lt. Thomas from UPD thanked everyone for their assistance with

the Officer Barney funeral. They will be extending Code 4 checks for officers. John also added that there was an incident with an older couple trapped in the basement of a house fire. A West Valley and a UPD officer responded as they were heading to the Officer Barney funeral and got them out safely. These officers gave some of the VECC dispatchers some very nice compliments on how the call was handled. Gigi Smith introduced Alicia Wassmer and Rosa Olivos as the 2 dispatchers assisting during this call.

EXECUTIVE DIRECTOR'S REPORT

John Inch Morgan wanted to explain there they were with the Public Safety Software. It's been ongoing and has taken longer than expected. Some of the later developments have been in making sure with peer-to-peer assessments that the software being purchased from one end to the other would work the way they wanted it to. They wanted to make sure it wouldn't diminish any capacities to do good public safety work. Delegators were sent down to Dallas which was very instructive and they had a phone call with Boston and spoke with the Chief there. They were very candid and told them about the good things and some of the challenges they had. A lot of those challenges they had up front were in implementation, training and trying to make their new system look like their old system. Chief Diamond mentioned that the RMS system for Police is an integral part of what they want to try and get everyone on board with. Before with the other visits they made, their main focus was on the CAD and the mobile CAD portions, not hitting the RMS as much. There were some concerns identified by various agencies, and they wanted to work through them. Most of the concerns were around how they could pull the information out to get the backend side of information for them. Because of the way it's structured, this concern was alleviated. Dallas does not use the CAD but they use Hexagon's RMS system. They began training officers up to 2 years before they actual implemented and didn't give them any other training. Accordingly, some of the issues they had when going live were because they didn't understand what the system was or how they should operate due to the lack of current training. The other biggest part is that they went from a main frame system to an off-the-shelf product which does not have the same standards. There is a data standard out there so that things can be converted over easily. Their system did not meet this standard and they forced the Intergraph system to operate differently than it was designed to. There are 2 standards out for gathering national statistics, the UCR and Niver, and VECC currently uses Niver standards, which this equipment is programmed to use. Overall, they were satisfied with the representation they got from Intergraph and the help they received during implementation. They just had so many other little problems that came up which is why it was rough for them. Boston uses Intergraph end to end. They are not using the RMS and we will be using the web-RMS. They are using a client-based version of the same RMS system. Their implementation with the CAD went very smooth but when it came to the RMS system they had other problems. The RMS they were implementing was a system that Intergraph had just purchased and they were not up to speed in supporting it as they should have been. We will not have this problem as the web-RMS is a full product from Intergraph which they do support. Overall, they all felt like the problems these other sites had were more implementation issues rather than the software itself. They believe this system will work well for them and they are comfortable in moving forward. The agencies that Chief Diamond talked to are all comfortable now with moving forward and getting the data out of the system and using it the way it is intended. In the negotiations with Hexagon and the consultant, John has put together a draft schedule. One concession they have made is that they will stand up the system and for 30 days, if there are any problems, the 30 days begins again. John has asked them for liquidated damages. They will take out a policy that will guarantee performance, a performance bond in essence. They are doing extraordinary things so that we are satisfied and have confidence moving forward. They have also given us a seat on their development board. As they develop and look at changes, we as a group will have a representative on that Board to assist in identify changes that we feel need to be done. By the end of the month, John is looking at having the first draft, which is system configuration or looking at the design we need for the hardware. John went through the rest of the draft schedule and ended with the CAD RMS internal change management team set up in April and then installation beginning in April of 2016. This is the time that we are committed to move ahead, their team will be out here reviewing how we do business.

Legislation

John explained that there is a new piece of legislation that is based on the legislative audit. Last year, we asked for a study that would result in a strategic plan for State 9-1-1 and an audit of the system. One of the things it covers is the distribution of the fees, impacting our budget this year. The recommendation was to change the distribution from phone lines in certain jurisdictions to changing it to a distribution based on population. This

would affect about half of the state. This is something that Senator Harper and Rep. Dee were considering to put into this years' legislation. Instead, what has happened is they have authorized a more in-depth study of the \$0.61 distributed to the jurisdictions and then the PSAP's. There's not a lot of accountability that goes into this. Approximately 7 years ago, the State purchased a very expensive tax program. Initially, they implemented it for income tax, and then in 2011, they had franchise taxes included. The telecoms would report the number of lines they had paying and the assessments they made. The assessments have fluctuated quite a bit. In the last year, ours in Salt Lake County have fluctuated about 10%. They decided they would wait until the audit and strategic plan is completed and they will put it in next years' budget. But they have done a few things this year, including authorizing the additional audit, extending the strategic plan to September 30, 2016, and then putting a hold on the \$0.09, which is put into grants for anything and everything except exigent projects. This report is on the State Legislative Auditor General site, 2016-02. John displayed a chart which shows all of the cell phone towers in Salt Lake County and he explained why there are so many transferred calls. This type of information is being included in the assessment of what is happening in the 9-1-1 system.

FISCAL YEAR 2016-2017 BUDGET DISCUSSION

In looking at putting the budget together, John explained that personnel costs are the biggest costs we have and he wants to make sure everyone understands where we are personnel-wise. Jeff Monson presented 2014 and 2015 numbers for comparison. A few things that stick out on both of these years are that many of our employees left for other jobs. Last year, the Trustees approved an increase in our starting wage to \$15.19 per hour. We wondered if this would help and Jeff feels that it really has. In 2014, 15 full-time employees left to go to other jobs and mentioned that an increase in pay was the reason they were leaving. The other significant reason for employees leaving were personal reasons, 11 employees left due to shift work being too difficult or family concerns and stress. The total number of employees lost in 2014 was 34. Jeff also tracked the part-time employees. In 2014, there were 5 who left who were already working other jobs and with the minimum number of hours required to work, they were not able to meet them. In 2015, we went from 15 employees leaving for other jobs down to 5. Jeff feels like this is in part due to being more competitive with the salaries. We had 8 leave due to personal reasons in 2015. Total, we lost 21 employees last year instead of the 34 we lost in 2014. In 2014, we hired 31 employees and in 2015, we hired 32 employees. Looking forward and anticipating turnover, we will hold 5 new hire classes this year to try and maintain numbers. Turnover in 2014 was 34.4% and in 2015 was 25.6%. We just interviewed a group of employees and will be starting a new class of 7 in March. Jeff is always looking at staying competitive with our starting wage. He has been in contact with many of the other dispatch centers and they are also looking at increasing their wages. Many of them are over \$16.00 to start.

John wanted to explain what is happening with the 9-1-1 franchise taxes. This is the \$0.61 on every phone line that is then distributed to the respective jurisdiction. It can only be used for 9-1-1 PSAP call taking and dispatching. One of the things John has been following is from year to year the amount being dispersed has maybe 2 – 3% variation. A lot of time it's based upon the remittance of the telecoms to the State Tax Commission who turns around and sends it to VECC. Experiencing the 10% loss on a \$6 million disbursement is a huge loss. John didn't have this information when he talked with the Operations Board but he has been meeting with Senator Harper and Rep. Dee that pushed for this audit to be extended. John has also met with the auditors to find out why the fluctuations are so high. He believes there is a collection and distribution problem. Statewide, the distribution has gone down by 2%. John and Dave Sanderson went down to the Tax Commission last week to get some answers as well. They didn't have a really good response but said they would get more information. There is a huge difference in land lines month to month. The wireless lines have an even bigger change month to month. There are many inconsistencies that need answers. John intended to present a full budget and a public hearing today, but with these numbers, he is not ready to adopt a budget. Given the fact that the VECC building only has 2 more payments, John felt there was no way that membership assessments would be going up. However, no one can anticipate the kind of drop in total revenues that has been experienced. John will have a budget next month along that details best guess on revenues. He is pursuing a number of different avenues. Looking at the expenditures, there is a decrease of about 4.6% in the budget generally. John is trying to be as conservative as he can, being very careful how these funds are being spent. In 2016, we budgeted \$6.4 million. There is an allocation in the law and fire members to bring us into balance. This is worse-case scenario but a reality if there is not a discrepancy found. Dave Sanderson handed out a preliminary budget, subject to change. There are only 3 things that have significantly changed. The drop

in revenue, the building being paid off in the upcoming fiscal year and the projected increase in salaries and benefits of 2.5%. Because of the drop in revenues, the only way to actually balance it is to increase the assessments to the member cities. Everything else is status-quo. Kyle Kershaw asked what would happen with the 2 bond payments not being made. Dave said that it would decrease expenditures and it would be absorbed. The budget has been put together, divided into the 5 call centers; Law, Fire, Call Taking, Tech Services and Administration. Those expenses have been detailed so they can be compared year to year. The other concern Dave has is the cash flow. VECC started the year with about \$1.5 million in reserves, and with the drop in the current year, it has dropped it down. We need approximately \$600,000 in cash flow to pay payroll, and Dave is concerned for June, the lowest point in the year, and having enough to make payroll. Dave and John have spent a lot of time researching the 9-1-1 fees. Last weeks' meeting with the Tax Commission went well, but Dave feels there will be 3 or 4 more meetings needed to get things resolved. Kyle Kershaw asked if there was anything in the budget on the CAD/RMS. He asked what the plan was as far as financing. John explained that the bid was done to include the web RMS with the CAD itself. There may be additional expenses for hardware and those things but for the most part, the bid includes the total cost. Mayor McAdams has put in \$1.37 million along with the fund created 2 years ago by the legislature and the restricted CAD fund. John is going to ask that the money be pulled from the CAD fund over a period of 3 years to pay for this. This current budget doesn't include any additional costs for the CAD. Chief Diamond mentioned that the pricing on the new CAD system is very flexible. The money coming from the County is for everyone in the County. The money being pulled from the CAD restricted fund is also for everyone in the County. The cost will not be split 50/50 between VECC and SLC.

There was nothing else to discuss at the meeting.

The meeting adjourned at 3:00 p.m.