

**SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

**BOARD OF TRUSTEES MEETING**

***February 18, 2015 Meeting Minutes  
VECC Board Room  
5360 S Ridge Village Dr, West Valley City***

**MEMBERS PRESENT:**

Mr. Jim Winder, UPD; Chairman  
Mr. Gary Whatcott, South Jordan; Vice Chairman  
Mr. Mike Shelton; Cottonwood Heights  
Mr. Bryce Haderlie; West Jordan  
Mr. Blair Camp; Murray  
Mr. Kyle Kershaw; South Salt Lake  
Mr. Brett Wood; Herriman  
Mr. John Guldner; Alta  
Mr. Layne Morris; West Valley City  
Mr. Ryan Carter; Riverton  
Mr. David Dobbins; Draper  
Mr. Scott Harrington; Taylorsville

**MEMBERS ABSENT:**

Mr. Mark Reid; Bluffdale  
Mr. Kane Loader; Midvale  
Mr. Michael Jensen; UFA  
Mr. Randy Fitts; Holladay  
Mr. Jeff Graviets; SL County

**OTHERS PRESENT:**

Chief Doug Diamond; West Jordan; Operations Chairman  
Undersheriff Scott Carver; UPD  
Mr. John Parks; Taylorsville  
Mr. David Church; VECC Attorney  
Mr. Brett Rawson; FOP Attorney  
Mr. John Inch Morgan, Executive Director  
Mr. Jeff Monson; Human Resources Manager  
Ms. Geana Randall; Information Coordinator  
Ms. Gigi Smith, Police Operations Manager  
Ms. Beth Todd; Fire Operations Manager  
Mr. Mark Whetsel; TS Manager  
Ms. Leslie Devey; Operations Supervisor  
Ms. Chris Dunn; Operations Supervisor  
Ms. Darlana Quinn; Operations Supervisor  
Ms. Trisha Morton; Operations Supervisor  
Mr. Terry Shaw; Operations Supervisor  
Ms. Andrea Oldham; Administrative Services Manager

**APPROVAL OF MINUTES OF JANUARY 21, 2015 BOARD OF TRUSTEES MEETING**

**Motion –**

**. . . by Mr. Gary Whatcott; that the minutes of the January 21, 2015 meeting of the Board of Trustees be approved as written; the motion was seconded by Mr. Blair Camp; the motion carried unanimously.**

**BOARD OF OPERATIONS REPORT**

Chief Doug Diamond reported that they discussed the Strategic Plan and CAD project, which John Inch Morgan would be discussing later in this meeting. VECC is moving forward on EMD and they believe they will get that

certification completed on time. They discussed a gentleman on twitter who is monitoring radio channels and twitting the information out, which is a security issue and they are looking into this.

## **EXECUTIVE DIRECTORS REPORT**

### **Strategic Plan Update**

John Inch Morgan reminded the Board about the half-day retreat back in November conducted with the Board of Operations and members of the Trustees where they discussed where VECC was which issues needed to be addressed. The first need identified was the CAD decision, which we are well into the process itself. Sheriff Winder commented that he felt that the quality of the CAD consultants was very high and that they have met their timelines, and he appreciates the weekly updates. He doesn't feel they come with a bias, which was a concern, and their goals and objectives are clear. Chief Diamond said that they are in the process right now of writing the RFP, and getting focus groups together to make sure everything is included in the RFP that is needed. One thing they did talk about was the possibility of a third-party vendor coming in and providing information. They are most interested in getting a product that will best fit the needs. The process has gone very well so far. John presented the focus groups to the Board and what they will be focusing in on. The RFP has been written for the CAD and the consultants have brought in their CAD experience, put it together and identified different functional characteristics of the CAD system. The RFP questions will identify whether the CAD is an off the shelf products that will do everything they want it to or if they will have to customize once it's installed. The value of the report coming from the consultant at the end of this will help to select a CAD and to look at various things that can be utilized in public safety communication. The focus groups will be meeting next week with feedback to give to the consultant. High turn-over rate has been reviewed. Current turn-over is at between 23 to 30%. It's not too unusual for emergency communications systems. It's very difficult to screen and get people in and retain them. VECC made some mid-year entry level budget adjustments, effective in January, and we are now the same as UPD as far as entry level. The top out has usually been higher, some due to cross-training in multi-disciplines, but we are getting closer to mirroring UPD and matching the market. By doing this, the retention rate will be better. Another issue identified is the Esprit De Corps. John feels that progress is being made here. It is the identification of the call takers and dispatchers with the different agencies they dispatch for. The employees are part of the police and fire departments. Including them in debriefings and follow-ups to calls will help them feel like they are part of the team. As far as technology, in looking at a 10-year plan, John feels that capital accounts need to be identified. These are initiatives that should be pursued over time. The Zetron system needs to be replaced at some point, probably sooner rather than later. At a minimum, it will cost about \$1.5 million to replace. There can be upgrades, but John feels that dedicating funds and identifying what the highest priorities are, and then saving for them will be advantageous.

### **CAD Consultant Update**

John has already covered the focus groups and elements being looked at within the CAD itself. The consultant has also put together an initial project plan. The CAD process has been accelerated in order to have definitive costs plus in a competitive process, vendors may sharpen their pencils.

### **Call-Taking Protocol Progress Report**

VECC has been working on the ProQA Priority Dispatch protocols for quite some time. This is a script the call takers go through with callers to narrow down symptoms from individuals so that dispatchers know what type of help to send. Gaining compliance has been difficult. In January, VECC was around 98% compliance. 80 out of the 129 calls that were reviewed were at high compliant, meaning everything was done correctly. The skill of the call takers is being able to engage the caller and extract the correct information, conveying it to the first responders in a very short period of time. The focus has been on EMD, which is the first goal set with Priority Dispatch. Progress is being made in each area.

### **Legislation**

There are 4 major bills that John wishes to discuss at this time. HB134, Representative Brad Dee's bill, creates the emergency service fund account to fund the UCA rebuild as well as reorganizing the UCA. Part of this is the \$0.71 per line charge to fund and rebuild the radio system managed by UCA. It will probably be reduced to somewhere between \$0.60 and \$0.50. If the funding were to be approved at the \$0.71, the monthly radio charges that everyone pays for radios would be reduced from \$23.25 to zero dollars. If it goes down to between \$0.60 and \$0.50, the radio costs will probably be reduced to around \$5.00. One of the difficulties is

that the new radio system is a phase 2 system. UCA has been advocating that everyone begin moving their purchases to a phase 2 rather than a phase 1. They will run a dual system for a number of years. If the fees are dropped, it gives an opportunity for local entities to replace radios with a phase 2 radio. Kyle Kershaw asked if this bill would mandate that each agency move over to phase 2, which is correct. Phase 1 is not a long term system anyhow, but a transitional system. It also has one-time new money for consoles for each dispatch center throughout the state. The bill was numbered yesterday so it is still in house rules and ready for committee assignment. There is still much work to be done on it.

HB115 is a Public safety Retirement for Dispatchers bill, sponsored by Representative Powell. This requires the state to cover its certified dispatchers under the Public Safety Retirement system. It comes with a substantial fiscal note. While they didn't articulate what it would cost to the individuals, this would take employees from a 35-year to a 25-year retirement, which will force employers to make up the difference to still maintain their highest years of salary. There will be different contribution rates dependent upon when the group enters the retirement. This has been in house rules for about 2 weeks and has not been assigned to a committee yet.

SB172 is the Emergency Medical Services amendment sponsored by Senator Curt Bramble. This is a bill which deals with the health care financing and collection from the state rate on ambulance services. It might mean as much as an additional \$2.4 million in fees. This is considering the 14.5% state-wide collection rate on ambulance payments.

An un-numbered bill, sponsored by Senator Wayne Harper, is expected to come out today and deals with the Utah Communication Authority. This bill authorizes an audit and a study of the state 9-1-1 emergency response system and the use of funds from the restricted accounts. There are 2 separate restricted accounts, and does not deal with monies that are assessed on phone lines, which are sent to the PSAP's, but does restrict the funds that are handed out in grants by the state 9-1-1 committee. These will be restricted until there is a study and a strategic plan developed. This will identify ways to ensure cost savings through functional consolidation, defined as a means of joining together to dispatch more efficiently and effectively. This was initially targeted at Davis and Utah Counties, each of whom have 4 – 5 PSAP's continually transferring calls. Anytime there is a transfer of calls, there is the potential for the call to be dropped. The main thing here is developing a long-range plan, which includes the stakeholders. They would help the consultant or facilitator put together the study and audit for identifying where they are headed. Once the priorities are established, the study has been done and recommendations have been sent to the senate and to the UCA Board, then funds would be distributed based upon the priorities that are set.

### **Budget Committee Report**

John reported that the committee met a few weeks back and identified initiatives and things that they would like to see in the budget. The proposed budget, which will be presented to the Operations Board and then to the Trustees next month, along with a resolution, will hopefully be passed so that John can get the budget to each City in time for their inclusion in their budgets. There is an increase of .24% over the adopted budget in 2015 and a .7% decrease from the estimated year end. John anticipates a year end, or in the next month or two another budget adjustment to 2015 which gets to the .7% decrease. One thing they did mid-year was identify some of the surplus, which the Trustee Board authorized VECC to utilize in equipment and the adjustment of salaries. John also anticipates the Franchise Tax E9-1-1 to increase by almost 7%, just using trend analysis as to where VECC is right now. Total member assessments will remain the same as last year. Based on call volume, there may be an increase or decrease for certain jurisdictions, using a 3-year rolling average. The major increase in any of the cost centers is for compensation and benefits. Health Insurance increased by 6%, which was less than expected. Communication Officer compensation increased by an average of 3%, which not everyone will get. It includes a 1.8% increase in COLA and the balance would be in pay for performance. John is also asking for the creation of capitol accounts, which are part of VECC's reserve. He would like to identify certain projects so that the Board has an idea of the plans on expenditures down the line either yearly or multi-yearly.

### **UPD/VECC MERGER UPDATE & DISCUSSION**

Chairman Winder had to leave this meeting early so John reported that in looking at the CAD consideration, a physical consolidation is not being looked at right now. John will have policies he will present to the Operations

and Trustees Board in the next few meetings so that policies can be consolidated. Scott Freitag, Sheriff Winder and John have all met and talked about developing protocols and policies so that when a call comes in, no matter which PSAP it hits, the call taker will maintain the caller and will dispatch to the various agency. Callers get very frustrated when they call in and give information and then they are transferred to another center. Scott Carver added that the coordination and relationship developed between the County and VECC is coming along extremely well. The two groups work hand in hand and feel a part of each other. In getting closer to the CAD selection, hopefully the city will agree that one call taking center is the way to go, eliminating all the lines, other than County, where the calls will come in. When the merger is complete, the County will bring over 50 more employees. John said that VECC was built anticipating an increase.

John wanted to add that VECC has been served with 2 separate claims, both happening back in January of 2014. David Church said that Notice of Claims have been filed and the claims have been sent to the insurance carrier for review. They have named VECC as well as the departments involved. They allege that because of the way VECC is set up, it has exacerbated the situation in such a way that these individuals suffered harm and would not have suffered if there was not transferred calls, dropped calls or delays. John will request a closed session at the next Trustee meeting as he gets more information.

#### **EMPLOYEE GROUP PRESENTATION RE: FOP REPRESENTATION**

As reported in the Operations meeting, Brett Rawson, general council for the Utah Fraternal Order of Police came to do a presentation. He reported that the FOP has grown to about 350,000 law enforcement officers nation-wide, and Brett's firm provides legal services for those members here in the state of Utah. Within the last year, an inquiry was made as to whether or not non-sworn members of law enforcement agencies were eligible for legal services. He found out that nationally, there are associate members who do qualify so long as they are working for a related agency, such as VECC. They provide administrative services, such as an internal affair issue, criminal representation, any allegation of crime, which can impact the members' ability to access BCI and UCJIS. Processes are improved when there is representation all the way around. The FOP is not a union and is classified as a labor organization for purposes of state law. John mentioned that this does not require any action by the Board. He invited Brett to come and give more information. VECC's role in this would be to allow payroll deduction if the employee wanted coverage. The other purpose would be the desire for employees and member to be associated with their agencies. The FOP can help with this, in attempt to create a law enforcement family, which exists among 1/3 of the law enforcement officers in Utah and invites the non-sworn personnel to be members of this family. The monthly dues are \$5.00 per month. If they elect to have the legal representation, it goes to \$25.00 per month.

#### **ROUND TABLE/TOPICS FOR FUTURE MEETINGS**

There were no future topics the Boards wished to have addressed in upcoming meetings.

The meeting adjourned at 3:16 p.m.