

**SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

**BOARD OF TRUSTEES MEETING**

***March 17, 2021 Meeting Minutes***

**MEMBERS PRESENT:**

Mr. Dan Petersen – UFA, Chairman  
Mr. Korban Lee – West Jordan, Vice-Chairman  
Mr. David Dobbins – Draper  
Mr. Doug Hill - Murray  
Mr. Gary Whatcott – South Jordan  
Mr. Kane Loader - Midvale  
Mr. Kyle Kershaw – South Salt Lake  
Mr. David Brickey - Riverton  
Ms. Wendy Thomas - Herriman  
Mr. Mark Reid – Bluffdale  
Ms. Lisa Hartman - SLCo  
Mr. Tim Tingey – Cottonwood Heights  
Mr. Scott Harrington - Taylorsville  
Mr. Jake Petersen – UPD  
Mr. Wayne Pyle – West Valley City

**MEMBERS ABSENT:**

Ms. Gina Chamness - Holladay  
Mr. Mike Morey – Alta

**OTHERS PRESENT:**

Mr. Scott Ruf – Director, VECC  
Ms. Andrea Partridge - VECC  
Mr. Clint Jensen – VECC  
Mr. John Eining – Draper  
Mr. Warren James - Bluffdale  
Mr. Scott Young – VECC Counsel  
Mr. Terry Addison – South Salt Lake  
Mr. Troy Carr – Herriman  
Mr. Derek Maxfield – West Jordan  
Mr. Scott Buchanan – West Valley City  
Ms. Colleen Jacobs – West Valley City  
Mr. Ryan Shosted – Riverton  
Mr. Bruce Kartchner - Bluffdale  
Mr. Chad Pascua - Murray  
Ms. Lisa Dudley - UPD  
Mr. John Evans – West Valley City  
Mr. Jeff Carr – South Jordan  
Ms. Trisha Morton - VECC  
Mr. Clint Smith - Draper  
Mr. Jack Carruth – South Salt Lake  
Ms. Beth Todd - VECC

In view of the COVID-19 Pandemic, this meeting will be held at virtually via ZOOM, as authorized by the Governor's Executive Order dated March 18, 2020 and affirmed November 8, 2020.

Mr. Dan Petersen called the meeting to order at 2:01 p.m. He recognized Mr. Kane Loader and his upcoming retirement after 32 years of service.

**PUBLIC COMMENTS**

There were no public comments received for this meeting.

**APPROVAL OF FEBRUARY 17, 2021 MEETING MINUTES****Motion –**

**. . . by Mr. Kane Loader, to approve the minutes of the February 2020 Trustees meeting, the motion was seconded by Mr. Doug Hill; the motion carried unanimously.**

**PRESENTATION OF AMENDMENT TO THE FY2021 BUDGET – ADDING CITY OF TAYLORSVILLE POLICE DEPARTMENT TO COMMON CAD PROJECT**

Scott Ruf sent an email a month ago to the Board, asking for permission to move forward with this pending budget amendment for this meeting with the new Taylorsville Police Department going live on July 1, 2021. They are requesting to join the Versaterm common CAD/RMS solution. This amendment allows us to move forward with the change order in the amount of \$249,160, with the understanding that we have a fully signed and executed purchasing agreement with the City of Taylorsville for 100% reimbursement for the actual costs of procuring the Versaterm solution. Scott Harrington commented that they were excited to come on board and they look forward to working with everyone. Doug Hill wanted to understand that Taylorsville would be paying all costs for this and there are no financial obligations to VECC; Scott said this was correct. This also will not affect the timing of any of the other agencies as well.

**Public Hearing to Solicit Public Comment on the Proposed FY2021 Budget Amendment****Motion –**

**. . . by Mr. Doug Hill, to open the public hearing; the motion was seconded by Mr. Jake Petersen; the motion carried unanimously by roll call vote**

Dan Petersen asked if anyone wished to speak related to this budget amendment. There were no comments.

**Motion –**

**. . . by Mr. Korban Lee, to close the public hearing on Resolution T21-01; the motion was seconded by Mr. Mark Reid; the motion carried unanimously by roll call vote.**

**Consideration of Resolution T21-01 Amendment to the FY2021 Budget – Adding City of Taylorsville Police Department to Common CAD Project**

Dan Petersen commented that the Resolution was in the packet and would walk through any conversation or discussion on this. There were no additional comments.

**Motion –**

**. . . by Mr. Doug Hill, to approve Resolution T21-01, adding the City of Taylorsville Police Department to the common CAD project; the motion was seconded by Mr. Gary Whatcott; the motion carried unanimously by roll call vote.**

**PRESENTATION OF TENTATIVE FY2022 BUDGET**

The Fy2022 budget was distributed in the packet and Dan Petersen turned this over to Clint and Scott to walk everyone through the budget. Clint Jensen started with explaining where we've been with this process. Back in September, the Board organized a Finance Committee, which met in November to look at the assessment model. This took several meetings, spanning from November through January, and they also gathered information to put together a budget. A draft budget and assessment model came together in the February meeting; a model was approved to be used and the draft budget was presented. Today, we have a tentative budget for the Board's consideration. Assuming this gets approved today and we can set a public meeting, we will move forward in that public hearing to get approval so that we are in compliance with state law before July 1 when our new fiscal year begins. He wanted to mention a few highlights, beginning with debt service. As a reminder, the Center does have debt service; VECC took out a \$1.8 million bond back in 2018 for the station alerting system. This debt will be satisfied May 2025. On the facility improvements, in this current budget, we

have not included any funds for facility improvements. Clint wanted to raise the point that the facility is 20 years old, and we have had some challenges with the HVAC, mechanical and electrical circuits that are full. We have reviewed some options and at a previous Board meeting there was a presentation that Scott did which discussed some facility improvements. As for this budget, Clint is just putting everyone on notice that we may need to have a conversation about the facility in the future. We do not anticipate receiving any grant funded program grants this year. Wayne Pyle asked if anyone looked at possible distributions of money from the CARES money the state got last year to VECC or under the new stimulus bill that could assist us with any of these purposes. Scott Ruf looked at the initial CARES grant and we would have to make the application through SL County as we are not eligible as an independent entity. We have not made any requests through the County as many of our expenses related to the pandemic, we were able to utilize the one-time UCA funding for technology and personnel costs related to COVID leave and overtime. Scott is monitoring any opportunities that we have for any money that we can apply to any part of our facilities, budgets, or technology. Wayne encouraged everyone to look at the new stimulus funding as there is a large number of programs which may apply. Scott will report back at the next meeting. Clint took a cursory look at this and since we are a pass-through entity, we would have to look at some of our parent entities to run the grant through them. Clint reported on the revenues, there is a 2.5% increase as compared to the current year. On the miscellaneous revenue, this is where we see a lot of the "catch-up". Many of these items were one-time use of funds, such as the \$300k cash reserves currently being used in this fiscal year. They are not coming in anywhere near what we previously budgeted so there is no way we can sustain a \$300k miscellaneous budget; it's more like \$30k. Interest revenue fund balances are lower and interest rates are terrible and so this took a hit as well. In addition to this, there is over \$200k that was included in the law assessments for the Animal Control, but it was listed twice. These are correction-type items that really skew this budget. Though it's only going up 2.5%, the reality is on assessments, we are talking about 11.5% for fire and 15% for law. On expenses, the total expenses are going up 2.1%. Since personnel costs represent the bulk of our budget, he wanted to highlight a few items. We are not including any cost of living in this proposed budget. The increases seen are because of the step system, which was adopted as part of this current year budget. As we move forward and the steps are anticipated, it reflects the \$256k in the budget. There is an additional 1% merit for those outside of the Operations staff and not part of the step system that can be used by Scott's discretion to provide compensation increases for some of our other staff. There is no change to overtime. Scott Harrington thought that with the new implementation of the platoon system, there would be a savings in overtime. Clint explained that we took this into account last year as the budget in the previous year was over \$1 million. With the implementation of the platoon system, overtime was brought down to \$725k and we are maintaining it there. 2/3 of that is the scheduled overtime as part of the scheduled shifts. The rest will make up for those unplanned things. The current number is lower compared to the FY2020 budget. Doug Hill commented on the no cost of living and that the employees would receive increases through the new step program, and he asked if that was the case for every employee. Scott commented that when the step system was instituted, there were 15 steps broken down based on job classification and qualifications. When UPD came over, there were a lot of employees that were salary heavy; they fall outside of the existing salary grid and were informed at last years' budget process that salaries will be frozen until their corresponding step catches up to them. The only people outside of the step system are non-operations people. Doug then asked if there were employees that would be getting no increase this year other than the 1% merit; he is sympathetic towards those employees. Scott said if the 1% increase is included, there are employees that will receive nothing, but they have been communicated with. If the tentative budget is adopted, Scott and Clint's next step will be to go through and prioritize some of these things, including wages, and let the Board know the impact of doing or not doing something and give options to possibly fund. On the retirement buyout, this is something new included in this years' budget. It was asked if the \$900k was the anticipated cost to resolve issues. Clint explained that the liability on the books is looking at existing policies; when an employee retires, they will get a certain payout of benefits, such as vacation leave. Some of our employees have a significant balance of leave that they have accumulated. This would be the bulk of it as there is no other incentive that comes when they retire. We are trying to set up a mechanism here that we can have money set aside for this, but then if no one retires, we have an opportunity to maybe set this money aside into a reserve fund to be saved up as this liability will likely get bigger as more and more people become eligible for retirement. Then there won't be spikes in the budget when we have a few employees retire. In the past, due to a lack of oversight or adherence to existing VECC policy with regards to accrued benefits, employees were allowed to accrue earned benefits well beyond policy. To correct that, earlier in the budget, Clint and Scott went through and discovered employees with compensatory time still on the books from years ago, which we don't allow anymore, so they came up with options within the budget to clear this liability.

VECC still has employees that have hundreds of hours of accrued vacation time. The policy has since been fixed and accruals have been capped. The overage has been moved over to an account that the employees are free to use, but they cannot earn back into it. With the new payroll system, the caps and policies have been reinforced and employees understand it. The vacation cap is a maximum of 2 years of the maximum accrual. Korban suggested examining the cap and the rate of accrual. Scott will include this in their next budget review summary document. Clint continued with benefits; we are seeing good information coming in on our medical and other insurance premiums and they are holding firm as we are seeing a bit of a decrease. The problem lies in previous budgets where the assumptions in the budget were fairly conservative. This is why we are experiencing some increase in the budget, to true this up and get it so that it's actual. We went through each employee and determined what type of insurance they selected, and we know exactly what we are in for when it comes to budgeting these benefits. On the retirement side, the budgets in the previous year left out the fact that when we get overtime, there is Medicare and retirement and other things that need to be paid. This has been true up as well to get the numbers where they need to be. The center is outside social security and in 2019 when UPD merged, the Board approved moving a 6.2% contribution to the VECC employees to match up with what UPD employees were getting. We will continue to look at this and see what the impact will be and to be sure it is in line with our peer centers and member entities. Clint has realized over \$500k in savings in determining what it is we need to support the levels of service that have been established for us. He brought up software maintenance as this line item went up substantially, due to Versaterm as well as doing a deep dive to make sure we are capturing everything. In addition, there is a \$30k proposal to purchase new financial software; we are currently using Great Plains, which is just too big, it's not user friendly and doesn't do what we need it to do. On the telephone expenses, if we can get the 911 phone system installed this fiscal year, it will only be the \$60k per month that we have budgeted. If not, there may be a conversation to be had as to how we will need to pay this moving forward. Scott explained he has a call with UCA and the vendor tomorrow. This project is getting messy, and we believe we have a solution which will be discussed tomorrow. If we can't get resolution, he will come back to the various Boards to begin some sort of legal action or public campaign to move Lumen. Clint mentioned the fund balances and is projecting that we will have about \$150k of unrestricted cash available as of June 30<sup>th</sup>, a small number to start off the new year. This budget has a small provision for building up the cash balance, \$75k, which will build the cash balances and help us meet our debt service reserve requirement for the outstanding loans we have. Finally, he hopes that once we get through this budget, looking forward there will be less looking backwards and trying to figure out what happened in the past to correct. Clint went over the summary, the changes in revenues from budget last year to proposed budget this year and the impact of those changes on law enforcement and fire assessments. For the most part, the budget is lean and tight. Kyle Kershaw asked how the RMS costs were being handled and if it would be a direct cost paid by the agencies or if it would flow through VECC and if they were a part of the budget, included in the assessments. Scott Ruf provided the information to the Police Chiefs and commented that the agencies are responsible for the ongoing support and maintenance costs for their agencies for RMS/RME. They will range from \$8k - \$19k and will be billed on the VECC assessments but called out independently. UPD has a legacy contract which they manage and pay that totally outside of VECC because of the Jail and Civil Division. It was the most fair and equitable way to provide for that as RMS doesn't qualify for anything under any of the UCA grants. Kyle then asked if it's a pass-through, if it has to be recognized in the budget, as VECC will be collecting money from the agencies and paying it forward to Versaterm. Clint wasn't sure on this, but he will look into it further. Korban Lee spent a lot of time going over the budget and he applauded Clint and Scott for it, as he couldn't find anything where he felt like they were being unreasonable. It was very transparent, and he appreciated the ways that Scott/Clint were trueing up revenue estimates to actuals. He came up with 2 areas the Trustees could consider cutting if they were unhappy with the assessments: the comp plan and 1% COLA. Combined, it's only \$290k, but VECC employees have had some movement through their steps over the past few years, but it also may have some consequences. The other area would be the 6.2% contribution in lieu of social security. Looking at what the member agencies are doing, it appears 1/2 participate in social security or have a replacement in addition to URS and 1/2 just do URS as the social security replacement with a small match on top of URS. This also may have the same impact as pulling back on the compensation plan. He believes there are trade-offs with both. Scott Ruf asked the Board to give himself and Clint the opportunity to come up with some ideas and things they can do within the existing budget which would need Board approval that could provide additional savings and give more flexibility to the organization. He would like the opportunity to provide a clear message and impact to those decisions. He understands the frustrations and the needs of the organization, but he also wants to keep good employees and remain competitive, and he believes he has some areas he can save a bit. Wayne Pyle also thanked Clint and Scott for putting the budget together and thanked

Korban and the Finance Committee for all their hard work. He asked Korban with regards to his recommendations, if doing either of those items or both would raise enough money to be worth the cost on the other side. Korban explained that the vast majority of his agency's assessment increase is due to the reckoning of calls for service among all the member agencies, rather than due to the expansion to the city's budget. For those facing big percentage increases on their assessments, it's primarily due to the truing up of calls for service among law enforcement, not being VECC is growing the budget dramatically. Even if they did no raises for employees and scaled back the retirement replacement, for him, that may reduce his assessment increase by 10-20% but would not hold him harmless. It would also be a moral issue to cut back with what the employees are expecting, and the cost doesn't necessarily warrant the ripple effect it could have on employees. Chief Petersen shared that several of them have been begging for this kind of information for the past several years. He feels clouded with what the budget actually entails; they were told one thing and saw another. What he sees as the key issues with this budget is Clint found \$800k that was revenue that wasn't there and now it needs to be corrected. \$300k of cash reserves budgeted as revenue last year that wasn't there. There was \$270k that we must reduce in interest income that clearly isn't there and everyone is seeing this in their budgets today. In addition, the \$212k there for animal control was budgeted as revenue twice, once in the animal control line and once in the member fee assessment for law. Right off the bat, we are starting off at \$800k in the negative. Correcting that and then the balance of that is truing up the member fee assessments. He sees us with a true budget with actual cash reserves and feels this is more detail that he's seen in his 4 years on the Board. Wayne Pyle agrees with this and does support having a clear picture, adopting the budget as it is and then moving forward.

#### **Consideration of Resolution T21-02 Adoption of FY2022 Tentative Budget**

Chief Petersen requested a motion to adopt Resolution T21-02.

#### **Motion –**

**. . . by Mr. Wayne Pyle, to adopt Resolution T21-02 Adoption of FY2022 Tentative Budget; the motion was seconded by Mr. Korban Lee; the motion carried unanimously by roll call vote.**

#### **Discussion to Establish the Time and Place of Public Hearing to Consider Adoption of SLVECC FY2022 Budget**

Chief Petersen requested a proposed time and place for the Public Hearing. Scott Ruf requested either the May 19<sup>th</sup> Trustee meeting or the June 16<sup>th</sup> Trustee Meeting. He would be comfortable with the May 19<sup>th</sup> date if the Trustees are okay with it. The Trustees consented to the May 19, 2021 meeting to have a public hearing to consider adoption of the FY2022 budget.

#### **BOARD OF OPERATIONS BRIEFING**

On the Police Operations Board meeting, Chief Troy Carr explained they talked about the AVL server and how it would be used, and they are working with Scott to get this resolved. They ironed out the 10-200 response, the closing down of the County in the event they need to prevent somebody that's in it from getting out. They discussed a case number on all traffic stops which led to a spirited conversation and desire by all that they wanted to conform to a standard, they just don't exactly what that will be. They tabled this topic to a future meeting to discuss further. This leads in with the calls for services and the cases they might pull and how they might be able to extract that keeping all other things equal. They were updated on the new phone system which has already been discussed. Finally, they talked about National Telecom week and the members were encouraged to bring in some swag items for the dispatchers.

On the Tech Users Board, Chief Troy Carr mentioned the group would like to address how things are being troubleshoot and determine who takes the issue up stream. They would like to unify with all partners in determining how they get tech issues to the next step and who takes them there, and more importantly, that police and fire as a team are all notified as quickly as possible if there is an issue. Finally, the Chairman of the Tech group is now Andrew with SSL and they gave thanks to Chris, previous Chairman.

On the Fire Operations Board, Chief Maxfield reported that there was discussion on the priority one and two classifications for dispatch which ballooned into a larger discussion about the MDT's and silent dispatching vs. going available and making their calls on the air. With the MDT's they have the ability to participate in silent

dispatching and hopefully reducing airtime on the radio. However, not all the agencies are able to do this just yet and there have been some issues and confusion on the part of the dispatchers as whether they timestamp the things. Initially, they were told not to change the status of any of the rigs but because of the confusion, there was a motion made to direct the dispatchers to go ahead and timestamp the enroute and arrival times if the agency specifies it over the radio. On Tech Users, there was frustration with communication between Versaterm and some of the other tech teams, and it's being worked on. They also talked about looking into passive notification, which goes back to the same issue of reporting times. Versaterm has the ability with the AVL and geo-location, to automatically put an engine enroute when they leave within a 200-foot radius of the fire station or likewise when they arrive on scene automatically when they arrive in the area. This is not being used right now but it is being looked into. They received an update on the CAD project; things are going well. On EMD, there has been a bit of a learning curve, but they feel it is going well. There was a lot of great feedback on Dr. Youngquist and his help. They also were reminded about Telecom week coming up April 11-17<sup>th</sup> and the participation of the agencies.

### **REVIEW MONTHLY PERFORMANCE & PROGRESS REPORT**

Scott Ruf reported that we fell off a little bit in February, not significantly, but we do have about 16 people in call taking training with 8-9 of them being released in the next few weeks. February was a strange month, many of our employees got their 2<sup>nd</sup> dose of the COVID vaccine and there were a lot of people claiming side effects and calling off sick. Scott is still pleased with the numbers and we are still moving in the right direction. We continue to make progress and we'll have inside the next 60 days or so another 18 call takers on the floor and we will see an improvement there. He is still watching the numbers closely every day. We run into some anomalies and can call them out, but we are so busy at certain times, if we had 30-40 on duty, it may not have helped. Much of hitting the standard hinges on the new phone system, the auto-abandoned call back functionality, and the balancing of the workload on the system. We will be close and once the phone system in place and everyone solo's, we will hit the mark of the actual statutory standards, not just the Board's standards. There are still issues on the Fire/EMS times; with the introduction of APCO, we are seeing a significant increase in the processing and dispatching times. Scott is working with a company called Zanti and the Versaterm data mark to fine tune that reporting, but he believes we will get very close to hitting the NFPA standard in the next 30-60 days. Our transfer rates are contingent on the Cad-to-Cad completion; we are sitting at 9%. If the aggregator were on board, we would be at less than 1%, which is less than the 2% statutory requirement. Also included for the first time last month was the abandoned 911 rate. This was brought up by Sen. Harper in his meeting a few months ago here. At last month's report, it was at 5% and after doing research with other PSAP Directors in the state, the average is 11% and Scott has reset our standard to 11%.

### **DIRECTORS REPORT**

Scott reported that the CAD project continues to move forward, and it appears Murray is slated to go live on Versaterm on March 29-30<sup>th</sup>. West Jordan had their kickoff meeting with Versaterm yesterday morning. Scott met with the West Valley and South Salt Lake Chiefs and Deputy Chiefs 2 weeks ago and they have agreed to let South Salt Lake follow West Jordan. West Valley will go last. We have implemented a process whereas things kick off, we are able to send a team ahead and start with the next agency in line. We are slated to have everyone to be fully transitioned by the 4<sup>th</sup> quarter of 2021. On Fire, we are still continuing to work with the AVL issues, recommendations and responses and prioritizing various calls for Fire and Medical to make the responses more efficient and timelier. APCO EMD has started, and we have received positive feedback, but with anything there have been a few bumps, nothing significant. We had to launch this for several reasons as a stand-alone. We are working closely with SLC to get them what they need to eventually make the transition with us and once that happens, the system will be interfaced with the Versaterm CAD with us and SLC, and we will all be on the same standards and system. For now, there is an agreement and workflow that works for both centers during this transition period. The benefits will be noticed as we begin to shave response times on the Fire/EMS side from 15-45 seconds. Our engagement with Dr. Youngquist from the U of U and his background in Emergency Medicine has been positive, he has been great to work with and he's accessible and responsive and he's been out here at VECC at least once a week to meet with people. The overall state of VECC operations is in good shape; we have 17 people currently in training which will be released for Call Taking within the next 30-60 days. This will put us at full staffing and in a better position moving forward. There have been significant changes in policy with regards to sick time which will help stabilize the amount of sick time and other abuses we experience with a handful of employees; the expectations are very clear and transparent. A new random drug and alcohol testing program and policy has also been introduced and launched.

On the new phone system, it's becoming frustrating and to some degree, it is jeopardizing public safety in the processing and receiving of 911 calls, but we are working on this very closely with UCA and Motorola and there is another meeting tomorrow and then Scott will have more answers and directions. The state radio system is a work in progress and Scott is working with UCA on behalf of the agencies and the new fleet mapping and radio templates. They have agreed to work with Scott and VECC agencies to set the model for the rest of the state.

#### **DEPUTY DIRECTOR ADMIN/FINANCE REPORT**

Chief Petersen asked Clint if he had anything additional that he wanted to talk about. Clint said there was a budget to actual report he could display, but things are as they would be expected to do, and we are right in line with what's to be expected this time of year. The only revenues that continue to come in are the franchise taxes that we continue to collect. We are at 67% of the budget in and we are at 67% spent, right where we should be. Cash balances are a little over \$2 million in the bank and unrestricted. We did collect a little bit in early March from UPD which will help with these balances. He offered to share a check register, the ins and outs of the checking account. There were no questions from the Board.

#### **CLOSED SESSION**

Chief Petersen said there was an issue to discuss in a closed session. Scott Young explained that the purpose of this closed session was to discuss pending and/or reasonably imminent litigation.

##### **Motion –**

**. . . by Mr. Wayne Pyle, to move to closed session for the purpose of discussing pending or reasonably imminent litigation; the motion was seconded by Mr. Tim Tingey; the motion carried unanimously by roll call vote.**

The meeting went into closed session at 3:34 p.m.

##### **Motion –**

**. . . by Mr. David Brickey, to reopen the public meeting; the motion was seconded by Mr. Kane Loader; the motion carried unanimously by roll call vote.**

The meeting reopened to a public meeting at 4:17 p.m.

There was nothing else to discuss at this meeting.

The meeting adjourned at 4:18 p.m.