

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

JOINT OPERATIONS/TRUSTEE BOARD MEETING

*May 12, 2016 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City*

MEMBERS PRESENT: Chief Bryan Roberts; Draper Police
Chief Jack Carruth; South Salt Lake Police
Capt. Ryan Ray; South Jordan Fire
Sheriff Jim Winder; SLCO Police
Chief Craig Burnett; Murray Police
Chief Marc McElreath; West Jordan Fire
Chief Gil Rodriguez; Murray Fire
Chief John Roberts; Bluffdale Fire
D/C Terry Addison; South Salt Lake Fire
Chief Warren James; UFA
Chief Layne Morris; West Valley Police
A/C Richard Davis; West Jordan Police
Chief Jeff Carr; South Jordan Police
Lt. Mike Fernandez; Murray Police
A/C Mike Dykeman; Murray Fire
Chief Randy Thomas; UPD

OTHERS PRESENT: Dave Shopay; West Valley City
Matt Brown; South Jordan Police
D/C John Eining; Draper Police
Natalie Thorell; Draper Police
Shane Taylor; Saratoga Springs Police
Brittan Heddlesten; South Salt Lake Police
Ryan Shosted; Cottonwood Heights Police
John I. Morgan, VECC Executive Director
Jeff Monson, H.R. Manager
Beth Todd; Fire Manager
Gigi Smith, Police Manager
Terry Shaw; Supervisor
Chris Dunn; Supervisor
Geana Randall; Records
Andrea Partridge, Admin. Services Manager

APPROVAL OF MINUTES

Approval of minutes, April 20, 2016 Board of Trustee Meeting

We did not have a quorum present to approve the minutes and will hold off until the June meeting.

Approval of minutes, March 10, 2016 Board of Operations Meeting

Motion –

. . . by Chief Gil Rodriguez, that the minutes of the March 10, 2016 Board of Operations meeting be approved as written; seconded by Chief Jack Carruth; the motion carried unanimously.

Approval of minutes, April 28, 2016 Special Board Meeting

Motion –

. . . by D/C Warren James, that the minutes of the April 28, 2016 Special Board Meeting be approved as written; seconded by Terry Addison; the motion carried unanimously.

VECC EMPLOYEE SERVICE AWARDS

John Inch Morgan commented that there were a few individuals who could not be to the meeting but will receive their service awards. Shannon Gray and Diana Thoman will be awarded for 25 years of service. Gigi Smith was presented a service award for 10 years of service.

USER COMMITTEE REPORTS**Fire and Emergency Medical Report**

Chief Dykeman explained that the user meeting was held on May 5, 2016. They discussed reconfiguring the fire channels. They are splitting them into an East/West/South configuration for the valley. They will keep medical and single engine responses on the same channel. The East portion will be Battalions 11, 41, 81, which includes 13 stations. The South will be Battalions 12, 61, 91 and 14, which would include 16 stations. The West will be Battalions 13, 71 and 51, which would include 16 stations. They also talked about channel 1 remaining the main dispatch channel and it being a priority to have it an auto voice dispatching channel. All fires and multiple unit responses, such as hazmat, will be sent to its own channel and channel 1 will still remain the primary dispatch channel but would be unmanned. Channels 2 – 4 will be used as the East/West/South channels. Channels 5 and 6 will be used for fires and multiple unit responses. The group felt these changes would best utilize the fire channels and be the best way to go. Another item of discussion was the daily fire roster which each station sends to VECC to give them manning and staffing levels. This roster has been placed on Google calendar and it works really well. They had a demonstration and if the agencies haven't talked to Beth, they can let her know if they want to be added as a participant in the calendar. Beth will just need an email address of anyone who needs access to be able to add or change information on the fire roster. She will share the document with the email address and then they can go in and update it. It gives every Fire department in the valley the information on staffing levels and which apparatus is available for that day. It will also give how many hazmat techs are available in each station and door codes for move ups. They will also be including Salt Lake City and Sandy City in this. On the Emergency Medical and Emergency Fire Dispatch, the newest version has many changes occurring. There are many details the user group is working on and it is very customizable for each of the agencies. Beth explained that it's a new version for the EMD software for the medicals. They put in probably 100 new codes and they are working with the fire departments one what responses they want to send on those codes. This has to be completed before they upgrade the software.

Law Enforcement Report

Lt. Randy Thomas mentioned they met this morning prior to this meeting. They went over the 10-200 and pushed it out to patrol at this point for training. In the near future they will be testing the valley containment. The DRC met and VECC Supervisor Leslie Devey is now on the Council of Standards for Pro-QA. Salt Lake City has been doing some beta testing on the new protocol using the police Priority Dispatch. In a conference they attended recently, they looked at the Hexagon CAD system with Pro-QA and they were pretty impressed with how it looks. John commented that VECC has been involved for more than a year in assessing their officers and asking them what works and what doesn't with Pro-QA. The whole idea is streamlining especially on the non-priority cases where they are going through the entire protocol because it's the same whether it's priority or not. They are trying to streamline so that Call Takers aren't on the phone as long as they are and information is going out to the agencies as quickly as possible.

Technical Services Report

Mark Whetsel reported that the meeting was rather short. Most of the discussion was on the new CAD system and where they are at and headed as well as resolving some of the outstanding issues they have with Spillman. Mark mentioned that they were pretty light in attendance at the Tech Services meeting and with the new CAD and implementation it will be paramount that there are representatives from each agency to begin the structure and design for the new CAD. He asked each agency to provide a representative. They meet the first Tuesday of each month at 11:30 a.m.

ICE BLACK BOX

Chief Roberts commented that about 3 weeks ago, he and a few of his staff members met with John Inch Morgan and Gigi Smith about an enhanced technology through neighborhood watch programming. One of the features of this product is live web-based video stream that can go into patrol cars and come into VECC and they can see suspicious activity or crimes that are in-progress. D/C John Eining and Natalie Thorell from Draper City came to do a demonstration and explain this further. D/C Eining explained that back in 1972, the Neighborhood Watch program was introduced. The old signs are outdated. In 2014, the National Sheriffs' Association changed the program and moved to a mobile app, sponsored by a company called Ice Black Box. The premise behind this is a phone app that people can use. Natalie Thorell explained some of the key features of the app. Anyone with a smart phone can turn it into a video surveillance tool and the app is free and easy to operate. All recordings are automatically uploaded and users are not able to delete or tamper with the

recordings. 9-1-1 alerts are set to participating law enforcement. The recordings are not saved on the phones but they go into a secured cloud server. If VECC is set up with this program, once the user connects to dispatch through a 9-1-1 button on the app, dispatch will have a GPS location of where the user is, along with a map showing their location. In some instances, it can give information about who is calling and that there is a video attached. While dispatch is talking with the individual, the information can be transferred to patrol in the area. If the cell towers are down, some of the services will not be available. Everything is web-based so there is not software implementation or hardware associated. Natalie handed out some fliers to all the users. D/C Eining explained that this was fee-based and the fee is \$29 per month per user agency. Right now they will give the first year for free to work out any issues that might come up. If for some reason agencies don't want to pay the fee they still get access to the recordings, though they won't be real time. They also make money with the neighborhood signs which are agency customizable and they are \$42.99 each. The neighborhood is responsible for purchasing these signs. John Inch Morgan did some research and said that it uploads to the ICE cloud and the video would be preserved. He thinks it looks like something he is interested in, however, he takes direction from the Board of Operations. If the Board would like him to arrange a webinar or explore other information, he would be happy to do so.

Motion –

. . . by Chief Jack Carruth, for John Inch Morgan to explore this program further; seconded by Chief Jeff Carr; the motion carried unanimously.

John asked for those agencies with technical questions to send them to Mark Whetsel and he will ask those questions before they set up a webinar and have them prepare responses.

EXECUTIVE DIRECTOR'S REPORT

John Inch Morgan reported that one thing recently published by the Utah Communication Authority is three technical advisory committees. John feels it would be worth the time to make some nominations or applications to these committees. There were three committees set up by legislation; one is the radio committee, one is the interoperation committee, and one is the 9-1-1 committee. The 9-1-1 committee is limited and there is already representation there, however on the other two, John feels there should be encouragement for some people to get on these committees. What is required is a letter of interest to be submitted. The committees were designed to have no fewer than 10 members and an equal balance between vendors and users. John asked that the agencies nominate a few individuals. By June 1, 2016, it requires an application from the individual or agency that is nominating. The UCA Board will then appoint individuals.

Financial Trimester Review

John mentioned that one of the things discussed in the past is our funding and what is happening with 9-1-1 funding. He is pursuing this with the Utah State Auditor. He showed a spreadsheet which listed the number of phone lines in Salt Lake City County. They are indicating that SL County has dropped by 500,000 phone lines in the past 2 years on lines being assessed. What doesn't make any sense is if you just look at the VECC cities, they went up by 457,000 in 2013 and it increased again another 242,000 lines and then last year, it shows it dropped 598,000 lines. Intuitively, John cannot see this happening. He is trying to hold the State Tax Commission and the Telecom's accountable for this. In 2014, it shows an increase of lines of 242,000 but a drop of revenue of 6.9%. There are significant dollars involved and there must be accountability. The interesting thing is we had been showing a bit of an increase for the first part of this year and suddenly there is a drop this month. John discovered that Verizon didn't pay the state at all last month. Every PSAP in the state would have been down an amount of money. Sheriff Winder explained that this same thing happened with the County three years ago and money had to be redistributed. John said that rather than having the County write a check to VECC or each of the agencies, they reduced the distributions to the County that year for overcompensation 2 years prior. One thing that concerns John is the drop from 3,333,000 to 1,968,000. It doesn't make any sense at all. One possibility is that the 3,333,000 was an erroneous number from the start, but there was money received from this number prior to the drop. If nothing else, they owe us an explanation so that we know what's going on. It causes many problems with budgeting. VECC has 2 major sources of funding, the 9-1-1 fees and the agency assessments. Sheriff Winder also mentioned that one suggestion would be to approach the legislature and require three-year averaging. John reported that in the next legislative session, they are looking at this from three different stand points. One thing they have already suggested is to distribute these funds based on population or some hybrid of this, but also do it on a three-year average. By legislation, the state would take over this \$0.61 but they are also looking to see if this \$0.61 covers dispatch costs. The cost is increasing but the \$0.61 hasn't increased in nearly a decade. Chief Roberts commended John for all his efforts in this area and for keeping on top of it. Chief McElreath asked John if he could tell him what amount each agency is collecting in 9-1-1 fees. John said he could get him that information.

CAD Agreement and Contracts

John reported that they are at a point right now to sign the agreements, they have all the information coming in and they have negotiated their pricing. They are getting one last bit of information that should have come in last Monday. The total purchase price is just over \$10 million. The discounts that have been negotiated is \$5.5 million, so we are back into the area where we need to be. They are also looking at \$1.2 million in hardware. John is ready to submit the grant application for the restricted funds to the UCA and the 9-1-1 Committee. He has this document which is located in the shared Dropbox. He was just going to ask for authorization to go ahead and submit this. They are planning with \$1.337 million from Mayor McAdams and the discounts they have, to be able to completely fund this with no additional requests from the members. Just before Steve Proctor left, he told UCA and the 9-1-1 Committee that the fund was set up for this project and it was a great example of the consolidation that the state legislature has been working on when Senator Harper first ran the bill. John feels that having this and the hardware as part of the required acquisition, everything should qualify. It was asked to include the records management system and mobile data all as an essential component to the CAD. By doing this, John believes that everything qualifies.

Motion –

. . . by Chief Gil Rodriguez, for John to submit the grant to the 9-1-1 Committee and the UCA; seconded by Chief Marc McElreath; the motion carried unanimously.

Everything should be in place within the next 16 months.

SERVICE DELIVERY TASK FORCE

One of the things discussed before was the dilemma VECC in is, looking at dispatching and the loss of some of the dispatchers and streamlining the service, John has asked the Managers to sit down and look at whether we can deal with compensation issues without increasing budget or costs. Jeff Monson mentioned that SLC has recently hired 5 of our full-time employees after they received approval to increase their wages. In looking into this to see what we need to do, if we were to match SLC, that amount would cost about \$147,900. John and Jeff have been talking and they feel that there needs to be something, matching SLC dollar for dollar maybe isn't the best thing to do, but maybe bringing the gap in a little might be better. Right now, the employees that are most affected are those from year 5 – 13. Realistically, within that time frame, there are only 11 employees it would affect. As we move forward, this number will continue to grow. They went back and looked at the numbers and making a small adjustment in certain areas in staffing and in the pay range, they have come up with making the adjustment at the starting wage and would like to recommend increasing it to \$15.51 per hour. It's slightly less than SLC's start wage, but it puts up more in line with the other dispatch centers in the area. With this change and then adjusting the top out, which is currently at \$23.23, our top out would move to \$23.69, which is again a little bit lower than SLC, but it shortens the gap. The benefits packages are very similar between VECC and SLC as far as medical/dental and retirement. SLC does offer tuition reimbursement and a free health club. They are funded differently than VECC is which makes it challenging to offer some of those benefits. Making some small adjustments throughout the years, we have become closer to SLC which helps us in not losing as many individuals. With the individuals that have left, which were more tenured employees, along with some of the other money we currently have, we can make these adjustments to salaries in FY17. In streamlining some of our processes, which we discussed earlier, we are going to start using the Information function, rather than keeping someone on the phone and going through protocol for a low-priority event, we can get through calls quicker. In the past, Call Takers have been staying on the line until units arrive. If there is nothing going on, there is no reason for them to stay on the line, as some of these calls can last 20 – 30 minutes. They can be processed quicker rather than taking as much time as we have been taking. Also, we are looking at changing the way the Dispatchers interact with the agency people. In looking at the IM and having officers call in and run service off of the main channel, they are things that we need to look at. These decisions will all be made by the Boards but there are recommendations that will be brought forward and experimented on to see if dispatch can be done in a more streamlined method. John asks if we can be just as effective if we don't have officers call in to run things that they have access to run. There are many things that have been suggested and John wants to make sure we are doing things the best way that we can. Beth Todd mentioned that VECC is trying to be as efficient with less people and is looking at all the different aspects in the organization that way. A focus group has been put together to get ideas from the employees and Supervisors. They have a list and a homework assignment to bring to the meeting and then we will go through each suggestion to see if we can implement it. John's request to everyone at the meeting is to take a look at the information he has provided in the Dropbox and look at the compensation adjustments, the shift differential and the streamlining recommendations. At the next meeting, John would like some direction from the Boards.

NEW BUSINESS ITEMS FOR FUTURE MEETINGS

There was nothing further to discuss.

The meeting adjourned at 11:52 p.m.