

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

May 19, 2021 Meeting Minutes

MEMBERS PRESENT:

Mr. Korban Lee – West Jordan, Vice-Chairman
Mr. David Dobbins – Draper
Mr. Doug Hill - Murray
Mr. Gary Whatcott – South Jordan
Mr. Kyle Kershaw – South Salt Lake
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
Mr. Riley Pilgrim - UFA

MEMBERS ABSENT:

Ms. Gina Chamness - Holladay
Mr. Mike Morey – Alta
Open – Midvale
Mr. David Brickey - Riverton

OTHERS PRESENT:

Mr. Scott Ruf – Director, VECC
Ms. Andrea Partridge - VECC
Mr. Clint Jensen – VECC
Mr. Warren James – Bluffdale
Mr. Jason Hawkins – VECC Legal Counsel
Mr. Terry Addison – South Salt Lake
Mr. Troy Carr – Herriman
Mr. Derek Maxfield – West Jordan
Ms. Colleen Jacobs – West Valley City
Mr. Ryan Shosted – Riverton
Mr. Bruce Kartchner – Bluffdale
Mr. Chad Pascua – Murray
Mr. John Evans – West Valley City
Mr. Dave Spatafore – Capstone Strategies
Ms. Ashely Spatafore – Capstone Strategies
Mr. Chris Dawson – South Jordan
Mr. Robbie Russo – Cottonwood Heights
Mr. Bart Vawdrey – Draper
Mr. Jonathan Bridges – VECC
Ms. Trisha Morton – VECC
Mr. Andrew Smiley – VECC
Ms. Kari Bueno – 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. Korban Lee called the meeting to order at 2:02 p.m.

APPROVAL OF APRIL 2021 BOARD OF TRUSTEE MEETING MINUTES**Motion –**

. . . by Mr. Tim Tingey, to approve the minutes of the April 2021 Trustees meeting, the motion was seconded by Mr. John Evans; the motion carried unanimously.

PUBLIC COMMENTS

There were no public comments received for this meeting.

STATE LEGISLATIVE AUDIT FOLLOW-UP

Scott Ruf commented that on Monday, he was asked to respond to the 6-month follow-up from the State Legislative 911 audit involving VECC's performance as it relates to answering times. He appeared on Monday afternoon at the Committee hearing to respond to the follow-up. Overall, it went well, and we are making progress. There are still concerns from some of the elected officials in how quickly we are achieving the improvements and performance. He asked Dave and Ashley to comment as they have a better inside track on what the thinking of Pres. Adams and Speaker Wilson are and some of the expectations moving forward. Scott knows one of the expectations is to continue showing continued progress month over month and consistency. Dave Spatafore wanted to explain who the audit committee is. It consists of 6 members, which are probably the 6 most influential members in the legislative body. They are the Speaker of the House, the President of the Senate, and then the Majority Leaders in each house in Senate and the Minority Leaders in the house and Senate. This is the premiere leadership group. When the Audit Committee accepts requests for audits, they turn them over to the Legislative Auditor General, who sends out their teams. The report goes back to this Audit Committee first and then they send it to the respective Interim or Standing Committee. At the last August audit report that came out about 911 in general with VECC, SLC and DPS specifically, the numbers that we have with VECC were not very well received. Speaker Wilson, though he's not from SL County, took it personally because of his personal experience with a medical emergency within his family. The interaction he had with the 911 center in Davis County, to him, was positive. When he saw the numbers we have with VECC, he took it personally. This is another reason that VECC is under the 6-month report, which we had this week and then a 12-month report. Dave reported that Scott Ruf did a great job. The 6-month analysis was provided by staff and both Chief Petersen and Scott provided a response to the 6-month report. The numbers are better. Scott did a great job reporting that turn over is down and that it's almost at a 4-times better rate that we were at a year ago. He talked about the change in CAD systems and going to a single CAD, the UPD merge with VECC and some of the other changes and improvements being made. Scott gave great credit to the Board in terms of raising fees to hire more Call Takers. All of this was well received. We reached a high of 90% of answering calls within 20 seconds, which was hit back in January or February, and it's gone back down to 80%, which is better than where we were a year ago at this time. What leadership focused on was not that we are better today, which they appreciate, but they don't like the up and down performance numbers. Speaker Wilson and President Adams questioned Scott pretty deeply and then after the meeting Dave went up and spoke with them. What they said was that the next audit report is in 6 months, and they don't want to see the same stuff. They do not want any more reasons why performance hasn't improved, and they don't want to see the ups and downs, but consistency. If VECC doesn't hit the goal of 90% in 15 seconds or 95% in 20 seconds, they want us to be sure we are in the upper 80's and a consistent upward movement towards the goal, and we have 6 months. Dave shared this information with Scott. Yesterday, Dave ran into President Adams again and he thanked Dave for coming on Monday and for answering the questions and he thanked Scott. He commented again that VECC had 6 months. Dave commented that there is a lot to be happy about but there is a lot to be worked on. He believes that most of the new Call Takers have taken to the floor in March or April after their extensive training. The next 60 days will tell us how that training went and where we are. We are all on the line from the Board, and Scott down to the Supervisors and Call Takers and even Dave and Ashley. We all do our best work when we have deadlines and certain results to hit. Dave asked Ashley or Riley if they wished to add anything. Ashley Spatafore commented that Dave covered everything, but she wanted to clarify that it's less about getting to a certain number in 6 months and more about showing solid continued improvement. It's the ups and downs that made them uncomfortable. Riley Pilgrim agreed and felt that the biggest thing they wanted was that and that it didn't have to be 95% but a consistent number well into the 80's. It was clear to him that they were frustrated with the numbers and saw them side by side with SLC numbers, which over the past few years have been consistently in the 90%. So, they are comparing 2 dispatch centers which are

drastically different, but they want it there. They commended Scott on the change of the culture and turn over rate and improving staffing, but the call answering numbers have got to be improved. Dave commented that there was no ultimatum given, and it wasn't necessary because the message was received. Back at the December Board meeting, there was a conversation about Senator Harper wanting to run legislation, which would have been very negative and critical and personal toward VECC. He doesn't know what the Speaker and President are planning, and Dave doesn't believe they are planning on anything now, but he believes in 6 months anything could be on the table. He believes the Audit Sub-Committee referred the audit to the Exec. Offices and Criminal Justice Appropriations Committee, which is chaired by Darrin Owens out of Sanpete County and Craig Hall from West Valley and Sheryl Adkin from West Jordan is the Vice Chair. These folks will probably be scheduling something after the Sub-Committee meets, and then we will have to go through this again. Korbin requested clarification that in 6 months it doesn't go back to the Audit Committee but goes back to this committee. Dave clarified that in 6 months it will go back to the Audit Sub-Committee. Between now and 6 months, at the Audit Sub-Committee, it will go to the Criminal Justice for a discussion. Korbin asked if there were any suggestions or implied ways, they wanted the Center to improve. Ashely said they were really trying to get hard numbers or answers from Scott as to exactly how to make things better. Scott mentioned the CAD system and new phone system, which are 2 very big components and not having these nailed down makes it hard to be at full operating capacity. They didn't give specific examples of changes to be made, they just said to do what you must do to make things more consistent and get the numbers up, it was just general improvement. Dave also commented that the actual end number isn't the goal, it's consistency. Scott did a great job at commending the Board in increasing fees to hire; he talked about the issues faced with hiring right now. President Adams and Speaker Wilson gave the Center kudos on increasing fees for more hiring and training, changing the culture, and reducing turnover. Now what they want to see is consistency in call times. Korbin asked Dave and Ashely if they had any suggestions or recommendations to the Board. Dave commented that every month, Scott sends out monthly reports to the Legislatures, and he is adding President Adams to that for transparency. We need to be reviewing these numbers each month and how we can incrementally improve them as well as reviewing staffing. The x-factor is getting every agency over onto the single CAD and the new phone system. Scott appreciates Dave and Ashley's continued support and giving us the inside track to what the thoughts are on the hill and possible implications. He was very sensitive this meeting and went no where near any excuses or what could be perceived as an excuse of our challenges. Our new phone system is slated for the beginning of July, and he is 100% confident this gains us huge improvement in our performance because it will be configured properly. It's also an education to bring people out to visit VECC or provide insight to everything we are really doing. Part of Scott's frustration is that they talk about a model that works and what's the right model for VECC and the model that works in Utah. Once you leave the Wasatch Front, the model works in all centers, but you cannot compare SLC and SLCO to the rest of the state. Our call volume daily doesn't compare with some of the phone calls other places take in months. Scott believes it's just more education and continued transparency and reporting of what it is we continue to do. Getting lumped into one big giant basket with everyone else doesn't always make it easy. Dave is going to highlight the idea of sitting down and figuring out when we should extend an invitation for the President and Speaker out to visit VECC. Scott believes there are too many moving parts right now, we need to get technology and the things we talked about in place. He believes technology right now is one of our biggest hurdles. Once the phones are installed in July and there is a good transition with UCA and the State, we should see some improvements in daily numbers fairly quickly. Maybe 30-60 days after the equipment is in place and a few more agencies are on the CAD system, we can show them. The Legislature takes July and August off and the 6-month mark will be in October sometime. Let's look at the end of August or first of September, which will give us a few months of hopefully some stabilizing percentages and then invite them back prior to the next 6-months update. We should also invite the other 4 members of leadership as well.

CAD PROJECT UPDATE

The CAD project continues to remain on time and on budget. Murray went live in March; West Jordan is in the process of transitioning with a projected go-live the week of June 8th. Our kickoff meeting with South Salt Lake will be anytime, followed quickly by West Valley and then the U of U. Jonathan from TS has been working with SLC and our CAD vendor and Central Square to install the CAD-to-CAD aggregator which will address the transfer issue with DPS and SLC as well as provide connectivity for other dispatch centers should they choose to join. We are talking with Central Utah 911 in Utah County about them joining the CAD-to-CAD aggregator as well. The project is on track to be fully transitioned and everyone live by the end of this calendar year with a clean start for the police departments and their reporting January 1, 2022.

OPERATIONS BOARD BRIEFING

Chief Maxfield reported on the Fire Operations Meeting which met last week. One of the main things was that the priority one and two categorization set up seem to be working well. Lin reminded them that Sandy is not running with that priority one and two yet because they are through SLC Dispatch. Tech Users mentioned the phone system and that Versaterm will be going to the cloud in the next two to three years. Director Ruf mentioned he's been in some discussions with them and is hoping to have this happen sooner than later for us, and he talked about how it might look and how long it will take moving forward. The biggest thing was some of the GIS and mapping components with Versaterm that we've been dealing with. They discussed adding penalties for left turns, opticoms, roundabouts and things like that. They have reached out to some other agencies that are using Versaterm or CAD systems with multiple agencies to see what they've done as far as setting those penalties and would like to use that as a framework to begin setting up our own that way. They talked about keeping the maps up to date with each city and also taking the time individually to sit with VECC and do updates and run tests to see that things are accurate. Finally, they talked about consolidation and standardization of call types. This was sent back to the Users group with an assignment to clean some of them up and bring them back. Korbin asked if there would be any disruption in Operations with Versaterm going to the cloud and what could they expect. Scott said it shouldn't cause any issues in Operations. One of the concerns they have with the settlement of the CAD project and grant funds was we lack some redundancy and having to rely on SLC as that is where the core of this network resides. Many of the requirements would be similar if it was VECC or SLC, so it's not so much a hurdle, but we believe it would be easier to manage through a built-in redundancy and will make the system more flexible and mobile for us if we had to move around or evacuate. This is the motivation of going sooner than later is. We are trying to avoid doing a capital request of a few hundred thousand dollars for redundant servers and other equipment when we can transition to the platform into the cloud and build those things in virtually. We are trying to be fiscally responsible but also protect ourselves from any cyber-attacks or failures in the existing infrastructure.

Chief Troy Carr reported on the Police Operations Meeting and said that Commander Shosted gave them a rundown of the Police Users report. They got the update on agency onboarding. They discussed if an agency's hiring another agency's member to let Mary know so that she can change these on the CAD system. They talked about q-cards and going away from Pro-QA, going to the more sensical route of just asking questions through the training process the dispatchers having now. If anyone is missing details on specific events and the officers identify that, please let dispatch know through their rep. They talked about letting the dispatcher know when the group is clear of briefings so they can go back into service and give call assignments. The Police Users group will continue to meet through the summer, considering the onboarding process under way right now. Additionally, UDOT is replacing bridges on I-80 and the affected agencies have been notified.

DIRECTOR'S REPORT

Scott commented that one of the things brought up with the Police Users, as we start the bring in the new phone system, and as more agencies continue to migrate to Versaterm, we are refocusing VECC and the core mission of answering 911's and dispatching services and what other administrative work and things we do that impact the Center, along with some of the changes that we might want to review with the new phone system. We will have a non-emergency queue independent of the 911 calls for service, centralizing the Animal Control operations to a single desk in the center and automated abandoned call back. These are all things which impact our performance that are tied to technology. This was all presented to the Police Ops Board last week and we will be doing follow-up over the next month by prioritizing some of these things with the biggest focus being the phone system and functionality.

We have been advised by UCA and the state that at the end of June we are due to do our final administrative training and train the trainer with a go live date the week of July 12th. There will pre-transitioning work of converting console positions and things like that with the new equipment here and any down time for the go-live will be minimal. We will be working closely with SLC during that week and there will be some down-time for 911 services, however, the calls will roll to either us or SLC depending on who's transitioning at that time, and we will be staffed appropriately. Korban commented that this phone system was discussed 2-3 months ago in the budget process, and we were worried it wouldn't be completed by the end of the calendar year. This will not only help our performance measures, but there is also significant cost savings with this phone. In the budget, we weren't sure exactly when the phone system would come on, but we budgeted for it to begin end of

calendar year. There was realization of savings for only half of the next fiscal year which may change with implementation in July. Scott mentioned that because he doesn't know all the history, VECC and Weber911 are the two cores of the Greater Wasatch Multi-Node and there are things that are intertwined there that get put out through the state. The anticipation is that around the go-live in July, we'll be notified that the service providers have transitioned to the new routers and ESInet and we will terminate our CenturyLink services, and then we will realize the large savings of around \$60k per month. But he doesn't want to start counting the savings right away.

REVIEW OF FY2022 BUDGET DOCUMENT

Clint Jensen mentioned that we did give proper legal notice, advertised in the newspaper at least 7 days prior to this hearing, and we met the legal requirements by posting it in the Salt Lake Tribune. There hasn't been much change to the budget since it was presented last month. The only change made was on this pass-through money we get from the agencies for records management and the U of U coming online. That number last month was at \$251k and this month it's at \$325k but it has no impact on assessments; they should be the same since this budget was rolled out a few months ago. We've discussed the budget a lot over the past few months, and he opened up for questions and issues individually. Kyle Kershaw asked on the pass through and if the increase was due to the U of U coming on. Clint said it was partly this, but the changes made from last time were due to other agencies that were not accounted for coming online this upcoming year on the Versaterm project. On the back end of this, the software maintenance budget went up the same amount to offset there, which is why there is no impact. The RMS costs did not change.

PUBLIC HEARING TO SOLICIT PUBLIC COMMENT ON THE FY2022 BUDGET

Korbin requested a motion to open the public hearing.

Motion –

. . . By Mr. Scott Harrington, to open the public hearing for public comment; the motion was seconded by Mr. Mark Reid; the motion carried unanimously by roll call vote.

There were no public comments received.

Motion –

. . . By Mr. Doug Hill, to close the public hearing; the motion was seconded by Ms. Lisa Hartman; the motion carried unanimously by roll call vote.

CONSIDERATION OF RESOLUTION T21-03 ADOPTION OF FY22 BUDGET

Korban asked for a motion to approve Resolution T21-03. Mr. Doug Hill gave his thanks to the staff of VECC for working on and preparing this budget and to the Finance Committee to get it where it is at, as well as the Board coming to an agreement on the assessment of fees.

Motion –

. . . by Mr. Doug Hill, to adopt Resolution T21-03, adopting the budget for FY2022; the motion was seconded by Mr. Mark Reid; the motion carried unanimously by roll call vote.

FINANCE DIRECTOR'S REPORT

Clint Jensen said we are at 83% of the year end and we are at 83% of the year spent on the expenditure side. There is one change noted on the financial report. A few months ago, the budget was amended as part of the Taylorsville CAD project, there was a \$249k adjustment to the budget. This reflects on the financial report under pass-thru revenues for the CAD project. This amount has been collected. On the expense side, there are expenses that will be coming in for that. Cash flow-wise, we are sitting on about \$1 million as of the end of April in our checking and PTIF account. We have had a few payrolls since then, and we are seeing that money getting really tight on the cash flow side and may need to ask a few entities to pay their assessment a bit early. But we will reach out if that's something we need to do. The final piece is the check register showing the ins and outs of the checkbook for the month of April.

SUMMARY OF RESPONSES TO RFP FOR AUDITING SERVICES

At the direction of the Board, Clint put an RFP out last month to solicit proposals for auditing services. There were 12 invitations sent out and we received 2 responses. We received proposals from Keddington & Christensen and Osborne, Robbins & Buhler. Through a review of the audit committee, including Kyle Kershaw, Jake Petersen, Bruce Kartchner, Kevin Hicks, Tony Hill, and Clint Jensen, these 2 firms were ranked based upon their RPF and the pulled the bids out to see what their quotes were. After all is said and done, Keddington & Christensen scored well, and they also bid well. The bid proposed audit fee for the FY21 budget is \$11,500, if there is need for a single audit, which at the moment there is not. We have not received any federal grant money this year, and that would be an additional \$1,000 for the single audit. The bid from Osborne, Robbins & Buhler was \$12,550. With that, Clint requested a recommendation or an approval of Resolution T21-04 Auditing Services.

Consideration of Resolution T21-04 Auditing Services

Motion –

. . . by Mr. Kyle Kershaw, to approve Resolution T21-04 Auditing Services for FY2021; the motion was seconded by Mr. Jake Petersen; the motion carried unanimously by roll call vote.

Korbin Lee requested a motion to go into a closed session to discuss pending or reasonably imminent litigation.

Motion –

. . . by Mr. Gary Whatcott, to go into a closed session; the motion was seconded by Mr. Tim Tingey; the motion carried unanimously by roll call vote.

The meeting went into a closed session at 3:02 p.m.

Motion –

. . . by Mr. Mark Reid, to re-open the public meeting; the motion was seconded by Mr. Scott Harrington; the motion carried unanimously by roll call vote.

The meeting re-opened to a public meeting at 3:24 p.m.

There was nothing further to discuss at this meeting.

The meeting adjourned at 3:26 p.m.