

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

***May 20, 2015 Meeting Minutes
VECC Board Room
5360 S Ridge Village Dr, West Valley City***

MEMBERS PRESENT:

Mr. Gary Whatcott, South Jordan; Vice Chairman
Mr. Mike Shelton; Cottonwood Heights
Mr. Bryce Haderlie; West Jordan
Mr. Kyle Kershaw; South Salt Lake
Mr. Brett Wood; Herriman
Mr. Mark Reid, Bluffdale
Mr. Kane Loader; Midvale
Mr. David Dobbins; Draper
Mr. Randy Fitts; Holladay
Mr. Brad Christopherson; Taylorsville
Mr. Layne Morris; West Valley City
Mr. Blair Camp; Murray

MEMBERS ABSENT:

Mr. Jim Winder; UPD; Chairman
Mr. Michael Jensen; UFA
Mr. Patrick Leary; SL County
Mr. John Guldner; Alta
Mr. Ryan Carter; Riverton

OTHERS PRESENT:

Chief Doug Diamond; West Jordan; Operations Chairman
Mr. Shane Hudson; UPD
Mr. Scott Harrington; Taylorsville
Mr. David Church; VECC Attorney
Mr. John Inch Morgan, Executive Director
Mr. Jeff Monson; Human Resources Manager
Ms. Beth Todd; Fire Operations Manager
Ms. Geana Randall; Quality Assurance
Mr. Mark Whetsel; TS Manager
Ms. Leslie Devey; Operations Supervisor
Ms. Chris Dunn; Operations Supervisor
Mr. Terry Shaw; Operations Supervisor
Ms. Andrea Partridge; Administrative Services Manager

APPROVAL OF MINUTES OF APRIL 15, BOARD OF TRUSTEES MEETING

Motion –

. . . by Mr. Kane Loader; that the minutes of the April 15, 2015 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 Doug Diamond reported that the Fire Users discussed accreditation and that VECC is certified for the month of April towards accreditation. In Fire Users, they had a lengthy discussion on missing persons and the response. The Police Chiefs got together and determined that it's not a VECC policy, but a Chiefs policy. They will be getting together and discussing this further and will bring back a recommendation to the Board next month. They also addressed the 10-200 Program where if something happens in the Valley where it would need to be locked down, there are several spots and agencies assigned to those spots to go there and monitor those locations. VECC is also ready to dispatch those people appropriately on something like that. John will also discuss some of the things they talked about later in this meeting, such as the CAD and budget.

2014-2015 BUDGET AND FINANCIAL PERFORMANCE

2014-2015 FY Fiscal Analysis

John Inch Morgan wanted to discuss a few things as the current fiscal year comes to an end. A Budget Committee meeting was held last week and they talked about where VECC is at. VECC operates as an Enterprise Fund, which is different than how the Cities operate. It's a self-contained fund, having different rules than regular municipal budgets. It's operated on a cash basis rather than a modified pool basis. Operating on a cash basis means that it's recognized the cash that comes in within the fiscal year. Anything that comes in for a previous period, for the most part, is recognized in that period. Also, because VECC operates on cost centers, being an enterprise fund, there is flexibility to move funds between cost centers. John explained a year end adjustment chart, which he is proposing. It's basically moving funds from one cost center to another. Mid-year, some MIS equipment needs were identified and the entire \$300k was moved into the MIS cost center, but these year-end adjustments will move some of those funds where they need to be. John is proposing an increased budget for the upcoming year to \$11,239,293. Expenses were increased, but with cash accounting, revenue has increased as well. The anticipated surplus at the end of the year is about \$120,000. In the past few weeks, looking at adequate staffing, John has mandated overtime of 6 hours per employee. To have the coverage needed, this has been implemented for now. This overtime will not exceed the \$120,000 surplus. John is anticipating additional revenues in the franchise 9-1-1 fees because more and more people are getting cell phones. Current revenue is a little bit low because SL County is a few months behind in their 9-1-1 revenue payments, but John has been in contact with them to get this resolved before the end of the year. John is asking for the Boards' consideration for the year end budget resolution.

Vice Chairman Gary Whatcott opened up the public hearing portion of the meeting for anyone who wished to comment on the proposed amended budget. There were no comments. Vice Chairman Gary Whatcott the closed the public hearing portion of the meeting.

Motion –

. . . by Mr. Brad Christopherson; to adopt the year end budget adjustments with no increase in assessments; the motion was seconded by Mr. Kyle Kershaw; the motion carried unanimously.

EXECUTIVE DIRECTOR'S REPORT

CAD Request for Proposal Update

John Inch Morgan presented the six vendors that responded to the RFP. John gave a presentation to the Board, which is the same presentation he gave to the COG. The deadline was extended based upon the request of the vendors. The new deadline was moved to May 1, 2015. There was analysis done on the vendors, where semi-finalists were determined. Demonstrations are scheduled beginning next week through the middle of June. Intergraph will be the first demonstration, scheduled for next Wednesday and Thursday and they are a fully compatible CAD/RMS system. They are one of two vendors that have developed a Fire RMS. The location for this demo is still being finalized. On the preliminary evaluation, each vendor has complied with national standards. The CAD platforms came in with a cost range of \$1.4 million to \$3.4 million. Hardware would be an additional \$300k to \$500k. Some of the auxiliary products range from \$1.8 million to \$3 million. When John originally wrote the RFP, he asked for financing options. He wanted to see if the vendors would finance their total cost so that VECC could draw on the State 9-1-1 restricted CAD funds over a few years. With HB155, they took \$0.06 of the \$0.07 going to Poison Control and moved it to a restricted fund that could only be used for CAD platforms. One of the things that the State 9-1-1 committee has done was identify that each entity, as they access these funds, must come up with 20%. Each vendor has responded that they do and will finance. The next step will be to finalize the quantitative scores. Then the oral interviews and demonstrations, which will be completed the middle of June. The quantitative scores will then be refined to include the demo and interview. The semi-finalists will then be invited to provide best and final offers, which will give us the ability to negotiate pricing based on what is chosen to be purchased. John sent out the schedule of the 2-day demo. The first day of the demo will begin at noon. John feels it is most important for Board members to attend the first 2 hours of the demo. He recommended anyone coming to the demo to review the scoring sheets. The Consultant selected who is working on this has done a fantastic job in putting this together. John will send the scoring and pricing spreadsheets out, but he cautioned the users to use discretion in disseminating it to people other than in their immediate agency.

National Academy of Emergency Dispatch Accreditation

In working on accreditation through Priority Dispatch and the Academy, VECC has made significant progress. Terry Shaw explained that the software used to QA dispatch calls is called Aqua. He explained the different charts with the scoring on it for each month. In the month of April, accreditation levels were hit. VECC must have 3 consecutive months in order to receive accreditation. EMD is being concentrated on right now, but it is helping the EFD and EPD scores as well. For EMD, based upon the volume of calls handled, 25 calls per week must be evaluated. In a month's time, they review 100 calls, and of those, only 7 can be non-compliant. Leslie Devey informed them that in the month of April, they were right at 7% non-compliant. 8% of calls were at partial-compliant, 0% for low-compliant, 25% for compliant and 54% for high-compliant. All of the standards for April were met. She feels that the employees have buy-in and understand how important it is to meet accreditation. John commented that about a year ago, he went in and re-negotiated the contract for the endowment. VECC has had this contract for the past 5 years, and the deadlines for compliance have been missed. By missing these, VECC agreed to pay the full cost of the endowment. After re-negotiating, it was agreed that EMD would be at compliant levels and eligible for certification by July 2015. EFD would be eligible January 2016 and EPD would be July 2016. There has been significant progress made and the scripting is being modified, especially with the EPD, to perfect it. The scoring has been changed, and is more rigid now, which is what VECC goes by. John has asked Terry and Leslie to not only critique the calls, but to become mentors and coaches to the employees. They have been talking with the employees and showing deficiencies, which is what helps the employee become compliant. Over the last year, progress has been made and it will be maintained.

Personnel Staffing – Recruitment and Retention

Last month it was suggested that there be a report given on turnover rate and staffing concerns. Jeff Monson believes that the increase in starting wage has really assisted in staffing and retention. Finding good employees is proving to be challenging. VECC is in the process of hiring right now, and currently there are 45 applicants working through the hiring process. 15 of them are currently being interviewed. Last year, VECC lost 35 employees for various reasons, including other jobs, and performance concerns or policy violations. In 2014, between January and April, 12 employees left the job. 7 of those left for other employment, 1 left for a performance issue, 2 were terminated for violating policy, and 2 left for personal reasons. This current year, 1 employee has left for other employment, 2 were terminated for performance issues, and 3 left for personal reasons. This year, only 6 employees have left so far. Jeff has really focused on the recruiting process, looking at it and readjusting things as needed to improve the process.

TOPICS FOR FUTURE MEETINGS

FY 2015-2016 Meeting Schedules and Discussion Topics

John has gone through and identified some of the major meetings or topics that should be discussed. A Joint Operations and Trustee meeting was held last year, which John feels went well. The Operations Board met last week and would like to continue a yearly joint meeting. John would like to schedule this for July. In this, the strategic plan should be reviewed, long and short-term goals, and any other topics the Boards feel are important for discussion. Also discussed was a Valley-Wide joint board meeting. The CAD is something being looked at to becoming more unified, call transferring is also very important in the volume and number of calls being transferred. John requested that everyone look at the schedule and then at the next meeting, modify anything or bring up any issues to be discussed. John would like to tighten down the budget a little more than what has been done in the past. He would like to have trimester reviews where the budget is looked at and anyone interested may attend these meetings.

Round Table Discussion

There was nothing to discuss from the Board members.

Motion –

. . . by Mr. Randy Fitts; to move to closed session to discuss pending litigation; the motion was seconded by Mr. Kyle Kershaw; the motion carried unanimously after a roll call vote.

The meeting moved to closed session at 3:07 p.m.

The meeting adjourned at 3:26 p.m.