

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES

***May 21, 2014 Meeting Minutes
VECC Board Room
5360 S Ridge Village Dr, West Valley City***

MEMBERS PRESENT:

Mr. Kane Loader, Midvale; Chairman
Mr. Wayne Pyle; West Valley City
Mr. Patrick Leary; SL County
Mr. Kyle Kershaw; South Salt Lake
Mr. Rand Andrus (For Mr. Michael Jensen); UFA
Mr. Randy Fitts; Holladay
Mr. Gary Whatcott; South Jordan
Mr. Scott Carver (for Mr. Jim Winder); UPD
Mr. Blair Camp; Murray
Mr. John Park; Cottonwood Heights
Mr. Brad Christopherson; Taylorsville
Mr. David Dobbins; Draper
Mr. Mike Day; Herriman
Mr. John Guldner; Alta

MEMBERS ABSENT:

Mr. Rick Davis; West Jordan
Mr. Mark Reid; Bluffdale
Mr. Ryan Carter; Riverton

OTHERS PRESENT:

Chief Marc McElreath; West Jordan Fire
Mr. Mike Shelton; Cottonwood Heights
Mr. Brett Wood; Herriman
Mr. John Inch Morgan, Executive Director
Mr. Jeff Monson; Human Resources Manager
Ms. Beth Todd; Fire Operations Manager
Ms. Leslie Devey; Operations Supervisor
Ms. Becky Nielson; Operations Supervisor
Mr. Terry Shaw; Operations Supervisor
Ms. Andrea Oldham; Administrative Services Manager

APPROVAL OF MINUTES OF APRIL 16, 2014 BOARD OF TRUSTEES MEETING

Motion –

. . . by Blair Camp; that the minutes of the meeting of the Board of Trustees be approved as written; the motion was seconded by Scott Carver; the motion carried unanimously.

BOARD OF OPERATIONS REPORT

Chief McElreath reported that Priority Dispatch attended the Operations meeting and gave a presentation. Most of the focus was on EPD and the issues they were having. Priority Dispatch will be taking those issues back and will be addressing their concerns. The Fire and EMS are close to becoming accredited and at the last meeting, John Inch Morgan discussed the contract between VECC and Priority Dispatch. They will be working on this contract, updating dates on when the accreditation needs to be established. John Inch Morgan explained that VECC will identify deficiencies within the program and they will try and cure these deficiencies within a timeframe given them. With the contractual relationship VECC has with Priority Dispatch, John feels VECC has an obligation to identify the issues and give them the opportunity to fix them. EMS will be worked on aggressively first, followed by Fire and then Police. VECC will continue to call take the same way but over time,

questions will become more relevant to the code being coded, the order, and the way it's displayed on the MDT. Chief McElreath also reported that on the Fire side, they discussed the online roster. This allows all the Fire agencies to put their apparatus on duty for that day on line and then other agencies can go in and see this information. They also elected a new Vice Chairman, Chief Doug Diamond with West Jordan. Chief McElreath also thanked everyone for attending the Telecommunicators Week BBQ.

QUARTERLY BUDGET REVIEW

John Inch Morgan put out a summary of the YTD budget. Kane Loader mentioned that there was legislation this year requiring special districts to present a budget report monthly. He wondered if the Board wanted a monthly update on this. John planned to publish this information monthly with the agenda and then actively discuss the budget on a trimester basis. The Board felt this would be appropriate. John pointed out that on the budget, VECC is well under-spent in full-time salaries and well over-spent in overtime and part-time employees. He looks at this as one category that must have flexibility. VECC is currently down 8 full-time dispatchers and these slots are being filled with overtime and part-time employees. An active recruitment is going on right now as VECC is trying to find good, quality applicants. There is a significant under-spend in several lines with a \$900,000 total cost differential. In looking at the 2015 budget, adjustments were made in how budgeting and accounting for things was handled. There was more realistic estimating which explains why the budget is slightly less than the year before.

CURRENT PROJECTS

Merger Task Schedule

One of the major things discussed has been the critical path for the VECC/UPD merger. Before the Interlocal agreement was even signed, there has been a target date of July 1st. Subsequent to a few years ago when the target date was identified, there have been a number of things that have happened. John would like to keep this as a target for the subcommittee report recommendations to be completed and presented to the Operations Board to look at. To begin this process, in the best practices, policies & procedures and SOP's, an exchange program is happening right now with UPD. Some of VECC's employees are visiting their center and they are visiting VECC. Supervisors are doing the same thing. Chris Dunn, former employee of UPD is currently working on policies for both centers and integrating them together. The employees doing the exchange program have a document which identifies certain practices and operations and a journal at the end where they identify best practices. This will help VECC determine which policies need to be implemented that will benefit everyone within the Salt Lake Valley. Back in January, it was reported that SLC and Sandy were invited to the Operations meeting, and spoke about Standard Operating Procedures, especially with the transferring of cell phone calls. With technology progressing and seeing text to 9-1-1, it will be important for everyone to be on the same page with the same policies. This is a good step, not only with the integration and merger of UPD and VECC, but pulling everyone in within the Salt Lake Valley. This will be to the Operations Board by July 1st. By August, the Ops Board should be prepared to make a recommendation on the sub-committee reports to the Trustees Board for adoption of those policies. In October, a physical move will take place, conditioned upon having identified and award the Public Safety software contract. House Bill 155 has funding available for CAD systems if SLC and VECC enter into an Interlocal Agreement. In February, John drafted an agreement and sent it to SLC. Their group will have a final meeting this Friday where they will look at it, edit it and send it back. There were 2 RFP's written, one for the software and one for a consultant to come in. The consultant cost will run around \$50k. APCO has a group of chiefs and directors that do consulting and John has asked for information from them to bring back to the Board for approval.

Priority Dispatch

The Fire Chiefs have all said that it is critical to get accredited as quickly as possible. It will take some time to do this but because of the Affordable Care Act and certain compensation types of things, it becomes even more important. Chief McElreath mentioned that by being accredited, other doors are opened up and other methods to respond to some of the EMS calls are presented, such as a nurses line. SLC has been working on Community paramedics and South Jordan is working on a program to get with hospitals to reduce re-admittance costs with patients. On the software discussion, Chief McElreath commented that they spoke with Priority Dispatch on call processing time. The processing time is the time it takes to answer the call, process it and dispatch the units out. The dispatchers can only do so much and then they have to rely on the technology to alert the fire stations. The current technology system VECC has is almost 20 years old. This might be an opportunity for

them to start looking at upgrading this. All the agencies serviced by VECC will have to be on the same type of system, which might need to be looked at now. John Inch Morgan then explained that the endowment VECC has with Priority Dispatch is worth more than \$500k and the dates that were set up initially to become accredited have been missed. John talked to the Chiefs and VECC staff to identify realistic timelines so that the agreement could be amended. He asked Priority Dispatch to assess VECC to determine where in the accreditation process we are. They will be here on June 4, 2014 and then John will report back with new deadlines. John explained the feedback form that the dispatchers are using and mentioned that the user groups also had a similar form. Scott Buchanan from the Police side is soliciting information regarding the process and what they would like to see changed. There is a good process in place to either change the program so that it works for everyone or to look at some alternative. John feels that rather than throwing everything out and starting over, the problems can be addressed and cured.

EXECUTIVE DIRECTORS REPORT

John Inch Morgan asked Brett Wood with Herriman to talk about the drowning that occurred last Sunday at the reservoir. There were 5 call takers on duty, which is usually sufficient for a Sunday late evening. With everyone calling in, there is going to be an overload in the system itself. When they hang up and try to call again, all of those calls start to build in the queue, and the complaints start. Brett Wood commented on some of the dialogue and time of events that occurred. He applauded the timely process in which everything happened. At 1758, the first call came into VECC. At 1759, UPD was notified, and also 2 Herriman PD cars were dispatched. At 1805, both PD cars arrived and began to get civilian rescuers out of the water. The water temperature was 59 degrees on the surface, and at 1806 UFA medics and dive rescue arrived. The first dive rescue man was in the water within 8 minutes of the first call coming in. At 1811, Heavy Rescue 121 arrived and at 1836 the victim was found and CPR was started. His main message is that the system has improved. John commented that VECC tries to staff its Call Takers for ongoing events. The first call that came in gave the wrong name of the reservoir and he didn't have an address. The interrogation process can be difficult depending upon the caller and the information they have. John wanted to give the Trustees some background information on this call. Kane Loader commented that even though there was negative press associated with this call, he feels everyone responded and handled this call in a very timely manner.

John put out a survey to both Boards, Supervisors, Managers and VECC employees. He has those results, which he will send out in summary form. He feels it is very educational to go through this process, learning about the Center and how everyone feels about it. One important reason he did the survey is because he was tasked with putting together a strategic plan over the next 5 years. John wants to find out what issues are important to everyone so that he can extract action items and then prioritize them. Some of the issues that came up have already been dealt with, and some will take future planning and action by the Trustees Board.

John feels that VECC has established some very good relationships with other communication centers around the state, particularly with SLC and Weber County. VECC, SLC and Weber County have decided there are a number of things they wish to push to the 9-1-1 State Committee for funding, such as Smart911. Smart911 is a registry that allows citizens to provide additional information on their families, health conditions and other things, which is then incorporated into the dispatching process. Right now, this idea is just being explored. John doesn't know if this is something the Board wants to engage in, however, he wants to investigate it a little bit. John has some electronic information, which he will send out to everyone.

Undersheriff Scott Carver wanted to mention HB155. He wondered if there was an analysis of how it will impact VECC and who will be sitting on the various committees so that VECC has representation and a voice. John said that the bill itself designates the seats that will be at the table, both for UCA and for the State 9-1-1. It does provide for one representative for the area, which is exactly what they have currently. The current representative is Scott Freitag, it used to be Bill Harry. What still needs to happen is to help promulgate the rules and regulations for how this committee will operate. John wants to have the availability as one of the biggest centers in the state to have a voice. Scott Carver asked that with Scott Freitag as the current representative, there needs to be more dialogue between Scott and the Operations and Trustees Boards so that he knows what VECC's needs are. Currently, Scott Freitag represents Salt Lake County.

John sent the agency statistics to everyone.

BOARD OF TRUSTEES MEMBERS' REPORTS

The Board had nothing further to discuss.

Next Board Meeting Date

The next meeting of the Board of Trustees is scheduled for June 18, 2014 at 2:00 p.m.

The meeting adjourned at 3:01 p.m.