

**SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

**BOARD OF TRUSTEES MEETING**

*June 15, 2022 Meeting Minutes*

**MEMBERS PRESENT:**

Mr. Korban Lee – West Jordan, Chairman  
Mr. David Brickey – Riverton, Vice-Chairman  
Mr. David Dobbins – Draper  
Mr. Doug Hill - Murray  
Mr. Gary Whatcott – South Jordan  
Mr. Josh Collins – South Salt Lake  
Mr. Nathan Cherpeski - Herriman  
Mr. Mark Reid – Bluffdale  
Ms. Lisa Hartman - SLCo  
Mr. Tim Tingey – Cottonwood Heights  
Mr. Brady Cottam - Taylorsville  
Mr. Dom Burchett - UFA  
Mr. Jake Petersen – UPD  
Mr. Wayne Pyle - West Valley City

**MEMBERS ABSENT:**

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

**OTHERS PRESENT:**

Mr. Scott Ruf – Director, VECC  
Mr. Clint Jensen – VECC Deputy Director  
Mr. Scott Young - VECC Legal Counsel  
Mr. John Evans – West Valley City  
Mr. Brady Cottam – Taylorsville  
Mr. Terry Addison – South Salt Lake  
Mr. Robbie Russo – Cottonwood Heights  
Mr. Riley Pilgrim - UFA  
Mr. Clint Smith – Draper  
Ms. Andrea Partridge – VECC  
Mr. Craig Burnett – Murray  
Ms. Nicole Lopez – VECC  
Mr. Chris Dawson – South Jordan  
Mr. Jonathan Bridges – VECC  
Mr. Bruce Kartchner – Bluffdale  
Ms. Kari Bueno – VECC  
Mr. Tony Bueno – VECC  
Mr. Troy Carr – Herriman  
Mr. Ryan Shosted – Riverton  
Mr. David Spatafore – Capstone Strategies

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.

Korban Lee: Okay. Let's go ahead and get started then if we have a quorum. I see the recording is started. Thank you everyone for being here. Thanks for joining us for VECC. Let's get started on the agenda. First, I want to call this meeting to order and look for any comments or a motion for approving the meeting minutes from the May 18th trustees meeting. Anyone have any changes or want to make a motion on that?

David Brickey: Corbin, I'll make a motion to approve the minutes as provided from Scott Ruff on whatever day that was... Tuesday.

Tim Tingey: I'll second it. Tim at Cottonwood Heights.

Korban Lee: Okay. We have a motion for approval by David, a second by... Sorry. A motion for approval by David Brickey at Riverton, a second by Tim Tingey at Cottonwood Heights. Any discussion? Okay. All in favor, say aye.

All: Aye.

Korban Lee: Any opposed? Okay, thank you.

### **APPROVAL OF MAY 18, 2022 BOARD OF TRUSTEE MEETING MINUTES**

#### **Motion –**

**. . . by Mr. David Brickey, to approve the minutes of the May 18, 2022 Trustees meeting, the motion was seconded by Mr. Tim Tingey; the motion carried unanimously.**

### **PUBLIC COMMENTS**

Korban Lee: Let's go to the public comment section. Is there anyone here online today that would like to speak up in the public comment portion of this trustees meeting?

Scott Ruf: We didn't receive any electronically either.

### **LEGISLATIVE ISSUES**

Korban Lee: Okay. I'm not seeing anybody online today that would like to speak for public comment, receiving no comments online to read into the record. We're going to close public comment and go on to the next agenda item. This is agenda item 4.0, Legislative Issues. I'll turn the time over to Scott Ruff and Dave Spatafore to talk about some legislative issues we want to consider for the upcoming session.

Scott Ruf: Sure. Thank you, Mr. Chair, and thanks to Mr. Spatafore for making the time. I know he is up on the hill on an interim session, so we want to keep this at a high level if possible. I asked David to be here to help me out with some historical background. I know there were some questions in the pre-meeting with Mr. Lee and Mr. Brickey, so really, a high-level background is... As we went through the budget, and we talked about the efficiencies and stuff at VECC and a lot of the services we do, one of the issues I had explored was regarding tow companies. There's legislation, and I sent you the proposed language that I was asking for. With regard to the tows... Again, I'll defer to Mr. Spatafore for the history on this. I'm just asking for a change to include interlocal agencies under Chapter 13: Interlocal Cooperation Act as they did for Title 17D: Special Service Districts that allow us the option to charge a fee for all the private property and repossessions that the tow companies do. We do 13,000-14,000 to over 15,000-16,000 a year. They take about five to eight minutes each to process. It's strictly a private business function. I was asking for this change to give the board the option, whether it be to look to charge a fee for that service or a fee to offset the cost to provide a third-party solution for the companies to report the tows under statute.

That's the first one, and I can stop at that one if-

Korban Lee: Yes. Scott, will you stop there and explain exactly what the service is that VECC provides to the tow company. You do 14,000 to 16,000 of these a year. Explain a little bit what that is.

Scott Ruf: A lot of tow companies, in addition to their police or city municipal contracts, have contracts with private residences, business, homeowners' associations to tow unauthorized vehicles, whether it be out of

their parking lots, off their property... They also contract with banks and other creditors to do repossessions. By statute, when they repossess or do these private property tows, they're required to notify the local law enforcement agency. Then, we have to enter it in the system, check it for stolen, the registered owner, do all this administrative work for them. If it's not stolen, they hook the car or truck and take it back to their yard, and they can argue with the vehicle owner or whoever they have their contract with on who's going to pay the impound or the tow and the storage fees and everything related to that.

Right now, we can't recoup any of the fees for those services. Weber 911 I know does it because they're a special district. I also reached out to Central Utah 911 on a similar issue. I'm just waiting for formal support of this because they were also moved from a special district to an interlocal agency a couple of years ago. That's the biggest rub. Five to eight minutes is over 2000 hours a year. Weber, again, they charge, I think 17 to 20 a tow. That's \$300,000-\$400,000 a year at VECC to help offset some of the costs and let us refocus on the non-emergency and the emergency calls.

Is that a good enough high-level background for you, Mr. Chair?

Korban Lee: Thank you. Thank you. Yeah.

Scott Ruf: Mr. Spatafore, do you want to weigh in on this one?

Dave Spatafore: Yeah. Thank you. Thank you, Mr. Chair, Scott. A little bit more background, Korban. This fix for special districts occurred about three or four years ago because Weber 911 for one special district was utilizing so much of their manpower on coordinating all these tows that they're required to do by statute, so a change was made to allow them to do a slight fee if necessary. At that point in time, Ashley and I weren't notified that it couldn't happen with VECC, so I think we're playing catch up.

Where we are right now is that bill was sponsored a few years ago by Senator Harper in a transportation bill. Last week, I talked to Wayne and told Wayne what we needed. I sent him the language that had been prepared. I saw Wayne this morning, and the bill drafter, Kurt Gasso. Kurt told me that this change will be included in a transportation bill that Wayne is running. The good news is it won't be its own bill. It'll be included in another transportation bill for the 2023 session.

Korban Lee: Dave, sometimes there can be political fights over these special districts and what abilities special districts have versus interlocal agencies. Do you see anyone having a heartburn with this ad to expand this option to interlocal agencies?

Dave Spatafore: Korban, a lot of the ground was plowed a few years ago with the special districts. This is just leveling the playing field among all dispatch agencies. I think there could be some controversy with towing companies because they'll be the ones that have to pay, but it is just leveling the playing field, so I think that can be easily discussed and hopefully not reach a level of high controversy. Then again, I'm not going to make any promises on that.

Korban Lee: Before we go to the next legislative item, does anyone have any questions for Dave or for Scott on this issue? Anyone else have any questions?

Dave Spatafore: As we move forward, Korban, if there are no questions, probably later in the fall when we get a draft of the bill, we'll get that out to Scott, and he'll get it to everybody. Then we can just make sure with Dave Brickey and Josh Collins, and I know there are a couple of other attorneys on the Board. It'd be great to have them weigh in on it, too, but it's just a minor change.

Korban Lee: I'll tell you, personally, I support it. I think it's great. It's a possible revenue source for VECC. It could be worth a couple hundred thousand dollars. I think it's something we need to explore. Right now, VECC

is providing this service in the middle of a private-to-private transaction. David, I saw you raising your hand. Go ahead.

Dave Spatafore: Hold on. I'm sorry.

David Brickey: I was just going to ask Dave Spatafore how we can all, as a group, help, because this seems like something that's a bit of a no brainer, and one that would help politically, both for VECC to appear to be neutral, but benefit Scott Ruf's staff. Take away some of the workload that is just silly, it seems to me, to be imposing on him. I was just going to ask Dave, what is it you expect from us to help you?

Dave Spatafore: What I think we ought to do, Dave, quite frankly, is when we get close in the legislative session, Ashley and I will write a bullet point, we'll run it through Scott, with Scott. A bullet point will add a vote for it. All this does is give you, as a Board, the opportunity to levy your fee if you want to. It doesn't require it. It's only if you determine that it's taking significant staff time.

When you throw that in with everything else that the Board has done to raise salaries of our call takers, plus to try to keep them employed, I think there's some good arguments for us to do that. With that in mind, for example, then what we would do is, in addition to Ashley and I talking to legislators up here, we would ask you to contact your legislators personally saying what it means for their district and your city. But we'll put together the talking points, so everybody is talking the same thing.

Korban Lee: Very good. Anyone else have any other questions on this topic? Dave, I assume by your recount of the conversation with Senator Harper, he's supportive of it. He didn't have any concerns with it.

Dave Spatafore: No, Wayne was very supportive.

Korban Lee: Good. Okay.

Dave Spatafore: The good thing about asking Wayne to do it, two reasons. First of all, he ran the last bill on special districts. Secondly, Wayne has been concerned about our efficiencies and effectiveness. Now that we've essentially passed that test; over the last six months are members have looked good; Wayne is the logical person to do this because of his relationship with VECC.

Korban Lee: Good. Very good. Okay.

Jake Petersen: Mr. Chair, I just have a quick question. This is Jake Petersen.

Korban Lee: Yep. Go ahead, Undersheriff. Go.

Jake Petersen: Yeah. Hey, my question is more for Scott. Scott, I was just wondering, during the session last year, we heard the troopers talking about towing service and the service that they were using. They had something about out about how it was like a one stop shop packaging service. They were piloting a program, and I don't know if they were using some grant money or something. I was just curious if this had any relation to how that operates.

Korban Lee: Scott, you're on mute.

Scott Ruf: Sorry. Yeah, I can follow up with DPS on that. I don't know they were going out to a third-party service or what, but I can follow up and see if something existed and they can get this changed, maybe we can piggyback on that, as well. I'm not sure what DPS is doing, but I'll follow up.

Jake Petersen: Okay, thanks.

Korban Lee: That's a good comment.

Jake Petersen: That sounds very official. Thank you.

Korban Lee: Yeah. Good question. Thanks Jake. All right. Any other questions or comments on this legislative item?

Okay. Dave, Scott, let's go on to the next legislative item.

Dave Spatafore: Just to put a bow on that last package, Korban. When I get more information from Wayne or the draft, I'll get that out, but don't expect anything for a little while because we're still ways away, but the bill file's open and it's in process.

Korban Lee: Okay. Thank you.

Okay. Let's go to the next item relating to GRAMA requests.

Scott Ruf: This one is more of a... I went a couple rounds with a couple of media outlets and started doing some research in Utah with GRAMA. This is specifically around juvenile victims of sex crimes and victims of domestic assault or sexual battery or assault. As I read the statute, I see where we can classify records differently as private or others, but Utah doesn't have a very clean, that I can find anyway, true exemption list like other states have with regard to certain records.

I had approached both Dave and Ashley and provided some language which I shared. What happened was, really quickly, there was a request from... I think it was Fox News. It was strictly pertaining to two different residential facilities in the county that dealt specifically with these types of victims. There were too many ways to still figure out how to connect the dots, to figure out who the victims were, who lived there, who the residents were, what they did.

I did some questions and I said even though it's a private record, all I can do is redact the personal information, but there's still enough there to figure out who lives somewhere, who got accused through court records. It just bothered me, and I started looking at other states I worked in. Washington state recently has House Resolution 1408, which directly addresses this similar issue.

I ran it up the flagpole with David. I know GRAMA is always a touchy subject. I've sat on three different state committees to redraft legislation for sunshine laws and open records, so I understand the trepidation. When I approached Dave and Ashley and drafted some language, not sure where it belonged or if it's even in the right place, it just so happened, from my understanding, that there was still a GRAMA bill file open from last session regarding maybe either Garrity or Loudermill on the public safety side.

I thought I'd just run this up the flagpole and see, is this something we can do? Which leads to a bigger conversation for us later; not to take up Mr. Spatafore's time; of taking a position of VECC being the keeper of the records but not the owner of the records. There are all these little nuances about GRAMA and I...

Anyway, that's what precipitated it. There's no protection for a lot of these folks, absence of an open investigation. That's the background for me at a very high level, and I think it's worked well timing-wise with a larger issue surrounding GRAMA. We met with the Utah League, I believe, Of Cities and Towns is the right acronym. I think it was Justin Lee and Ms. Terry, I believe.

With that, I'll leave that alone. I'll defer now to Mr. Spatafore on, again, another high level or background on the proposal and the feasibility of the request.

Dave Spatafore: Thanks, Scott. You guys all know all the history and background with GRAMA issues, so this one isn't going to have the same maybe ease as the other one. That's why we brought in Jason Lee and Rachel

Terry from the league because Rachel's an attorney who's a deputy director of the league, worked with AG's office last year. We brought them in because there's still that second part of the Garrity bill that we did last year that's still out there, and that is the unsubstantiated accusations, so there's still some GRAMA work to do.

I don't know if this is the right thing to do on its own because of the heavy lift, but what we want to do is coordinate with the league, and I know, Korban, in your shop, Dave Quealy's an expert. I know Salt Lake is not part of VECC, but Mark is an expert in Salt Lake, and Josh and Dave Brickey have done a lot of work on GRAMA.

I think what we've got to do on this one is just meet with our allies, put together the information that Scott has presented, because if there's a backdoor approach to get to individuals who have been victimized in a DV situation or any sort of child abuse, the worst thing that we want is to have them be abused again, in public this time.

I think we need to take our time on this, make sure we have the right allies. Then hopefully, if there is going to be a bill dealing with GRAMA, then I think we can put things together and try to deal with that.

I've asked Scott to take this up the food chain to his dispatch organization to see if other call centers have the same concern, because if they do that helps us build allies. I think that's where we are right now.

Korban Lee: Does anyone have any questions for Scott or for Dave about this issue relating to GRAMA and protection of records? Josh?

Josh Collins: If I can, thank you. Dave, I'm curious how this works in conjunction with Representative Pitcher's bill last year about victim address confidentiality so that, starting in January of '23, a victim of a crime can have a confidential address that's not their own listed address. I know that doesn't start until '23, but I'm just curious how this would work with that, if at all, or if you've even considered that.

Dave Spatafore: Josh, that's a great question. We have not considered that. We'll put that in our mix as to take a look at to see what the effect and impact would be. That's a good point. Thank you. We'll follow up.

Korban Lee: Thank you. Good question, Josh. Any other questions or thoughts?

Dave Spatafore: Korban, with that in mind with the fact that this is going to be such a weighty issue, let us take a look at Josh's question. Tomorrow, I know Scott's going to be at the capital on another issue, Senate bill 228 from last year. Rachel Terry will be here, too, so we can put our heads together to see what the next steps ought to be, and then we can get back to everybody. On this one, I think this is go slow, do the research, build allies, and see where we are in four months.

Korban Lee: Good. Does anybody have questions or concerns? Is anyone not supportive of Dave on behalf of VECC pursuing these two legislative issues? Okay. All right. Scott, Dave, thank you. Thank you for your work on these issues. They're both, particularly I think the GRAMA one, particularly challenging. As you've talked about, Dave, we know anytime we touch that GRAMA bill that there's a fight with the media coalition but thank you for your work on this.

Dave Spatafore: Sure, Lee. Thank you. It's great to be with everybody. Scott, we'll keep communicating, coordinating, and then we'll provide updates as we move along.

Scott Ruf: Great. Thank you.

Dave Spatafore: I'm going to get back to the interim committees.

Korban Lee: Yep. Thanks, Dave, for joining us. Okay. Let's go on to agenda item number five: Operations, Board Reports. Chief Burnett let's turn the time over to you for the Police OPs Board.

**OPERATIONS BOARD**

Craig Burnett: We had a couple of items that probably might be of interest to you that we talked about. One, speaking of GRAMA, several of the VECC agencies received GRAMA requests from the ACLU wanting information on our language services and how we deal with our policies and procedures and how we deal with non-English speakers. Most of us, I think, referred back to VECC and the fact that we use the language line that is paid for through VECC, so there were questions as to how that's used and wanting some general information on agency's usage of that service. I think it's being utilized fairly regularly by the different agencies, but I don't remember...Scott, it seemed like there was a discussion on who was responsible for providing that information; whether we were keepers of the records or if that needed to come through VECC; with some of those requests. Do you remember, specifically, what might be confusing on that?

Scott Ruf: No, I think what happened was when I was approached by, I want to say, Chief Troy Carr, one of the Chief Carrs, about the ACL GRAMA request. I had sent out our existing policy about who we use and how we use it. I think some of the chiefs responded back that even though it's our record, I was like, "If you share it, just redact this piece of it; the account number and the pin number." I think the position from some of the chiefs was, "Well, it's really a VECC thing, so we'll refer them to VECC." Or if VECC gets a subpoena, I would just notify the chiefs and then respond accordingly. I just haven't been served by the ACLU, and I'm only guessing that's because they probably don't understand how VECC operates necessarily with the PDs on some services. But it's been provided to the chiefs. I have it, and if I get served, I can provide it, but it's not a secretive or confidential operations document. It's just the company that we use.

Korban Lee: Chief, did you get a sense, is ACLU looking to sue cities that aren't providing adequate language services? Did you get a sense on whether the responses about how we handle things have been adequate? I know I'm asking you to speculate little bit, but...

Craig Burnett: I really have no idea, or whether it's tied into something specific or if it was just them collecting information to be utilized at a future time or just answering some of their questions. I don't know. It seemed to be everybody got pretty much the same request. It was very boiler plate type, so from that I don't know. It was kind of hard to tell, and when we talked about it, I don't think anybody has heard anything that there's an issue. It's a good question, but not a lot of answers.

Korban Lee: Thanks, Chief.

Scott Ruf: I can speculate from my experience. What I'm guessing is happening is law enforcement agencies, I think, are required to have certified translators for certain things. There's always an argument sometimes in court over dialects and different things, so this might be twofold. What are the agencies doing? Then, what do we do with VECC? We use a company, like I said, that does pretty much a large majority of public safety in the country, but if I was to guess, Chief Burnett and others, is there's probably a concern, or they're probably doing research, about how you use translators, where do they come from? Are they your own people? Are they certified? Then, in the Spanish language, I believe, there are different regions and dialects and things like that, but that's only my speculation from past experience.

Craig Burnett: I think being the pessimist that most of us are, we kind of assume there's an issue somewhere that they're looking into, so nothing that we know, specifically. Other thing that was discussed, going right down the line of the tow trucks and tow rotations, each department seems to have little different requests or needs as to how we've been doing our towing. That's needing to be changed now that we're all on versa term. I think one of the biggest problems is trying to get RVs towed and someone to pick those up. Those are becoming a real problem with RVs showing up in different places and then trying to get those removed and trying to find a way to... I hate to say reward but encourage tow companies to be willing to work with us.

In the past, there have been where they got extra rotations, so they were able to make a little extra money if they were willing to take the RVs. I think there's some work being done on this. We don't have anything specific, but that's something that's being talked about and worked on right now.

Korban Lee: Chief, are RVs a problem because tow companies... It's more work and less money, or are fewer of them keeping the equipment on hand to be able to tow an RV, or what's the issue?

Craig Burnett: My perspective is that a lot of these older beat-up motor homes are becoming living spaces for people, and they're being abandoned or something else. For them to come and pick them up, I think they're capable of taking them, but there's no return on them for them. They can't turn around and get a title, sell it, hard to surplus, just get rid of. A lot of them just don't want the hassle of having to deal with a 40-year-old motor home or something else that there's not much they can do with, other than it takes up storage and then it sits there forever.

Korban Lee: Thank you, chief.

Scott Ruf: One of the challenges, Mr. Chair and I believe it was Chief Russo who offered, is we're going to be requesting that VECC at least be given a heads up when our member agencies are going to renegotiate their tow contracts, because there's some tow contracts out there that the cities have that it's hard for us to manage. There's always arguing between the tow companies and the tow coordinators from the agencies and VECC and things like that. We'll be taking that step here in the near future to get hold of contracts, review the contracts, and maybe offer some suggestions. It's not that we're not trying to work well. There are some handicaps with the way the Versaterm manages the toll list and things like that. That's what we're trying to work through as we look for efficiencies and standardize it across the board as best we can.

Craig Burnett: Thank you so... I'm sorry.

Korban Lee: Sorry. Keep going, chief.

Craig Burnett: I was just going to say that's all that we have on our report.

Korban Lee: Does any of the trustees have any questions for Chief Burnett? Okay. Thank you, chief. All right. Chief Addison let's go to Fire Operations Board Report.

Terry Addison: Okay. Thanks, Mr. Lee. We had a pretty quick meeting last week. We received our update from our users' group where we discussed target hazards. Currently, those targeted hazards, Scott is looking at some NFPA codes and building response plans, so we have a global standard to go across all jurisdictions when it comes to targeted hazards. We had a brief discussion on our July 4th preparation. Scott has sent out some agency validations to help with planning so the dispatch center can plan out their staffing. We will be staffing a comms chief to handle fireworks calls, and at the end of the 4th of July, the whole weekend will be evaluated. In July's Users and OPs meeting, we're going to have a joint meeting so we can have somewhat of an after-action report that we will be able to report back to this group during the next meeting after that.

Tomorrow on June 16th, Mr. Dobbins has put the committee together to discuss the AVL and penalties, so I'm sure he will give some updates on that. That was our discussions for operations.

Korban Lee: Okay. Thank you, chief. Yeah. Clearly, I wanted to talk about our AVL and penalties, but it sounds like that meeting with David hasn't occurred yet. We'll look forward to that at a future meeting. Does anyone have any questions for Chief Addison about the Fire Operations Board? Okay. Thank you, chief. Thank you for the report. All right. Let's keep going through the agenda. Item number six: the Director's Report. Scott, let's turn it over to you and hit all three of those sub-agenda items under your area.

**DIRECTORS REPORT**

Scott Ruf: Okay. Thanks Mr. Chair. I'll do a quick high-level report. We're doing a lot of housekeeping and things like that, but on June 6th we had another five people start. We're extremely close, if not there, of being at full staff. We've seen attrition drop again, continue to remain low. We're dealing with, again, a lot of life events now; not so much of terminations or inability to do the job. We do have two more retirements next month. The last two as part of the big incentive we offered at the end of last calendar year, so those are the last two that'll be leaving in July.

I'm meeting with all the candidates for the Deputy Director of Ops this week. We'll be able to announce that position here, hopefully, by the end of this week, early next week. Allow us to move forward and then deal with any of the trickle down that may or may not exist from those decisions, but it'll be a long time coming. It'll provide a lot of help and stability on the operation side and give me a little bit of a relief to look more on the global picture, so we're in a good shape there, we think, going into the summer and things like that. We're still in the middle of a baby boom. I think we have three more babies due this summer, so hopefully they'll all be back to work after their paternity and maternity leave, and we'll keep on moving forward. Things are going well there.

The progress report I provided; you can see we're still hovering in May in that 92... I can put it up for you. I know you all have it, but you just over 92%. Took a little slide from April, but we're living in that 91-92 to just under 95%, which is the standard.

I'm still working with UCA and ECaTS where we get our stats, because I don't have clarity yet on where, on the ECaTS's phone system side, the clock starts. We're trying to get that clarified to see if we have to modify anything on the phone system to get us over that hump, because when you look at our stats, our daily numbers, every 24 hours, we're close or at the standard. Even today, we're sitting at like 99.9% since midnight, but what's skew... I hate doing this cause it sounds like an excuse, but the way ECaTS works is it breaks the stats down into time increments. Right after the 22nd, there's a 21 to 42nd time that we fall into once in a while. I don't know if it's 21 seconds or 30 seconds, but if you have 10 calls and two of them go to 21 seconds, we've only hit the standard for that period of time at 80%, so you can see how that starts to skew our answer times throughout the day when we're busy. That's the challenge is tweaking the staffing to cover what we need to during the busy times a day. The problem is, we can do our best guess, and then if it's busy at three in the morning with something crazy, it just skews it.

We're still working on that, massaging it, doing what we can, but I still feel we're in a good place with where we were a year ago, where we're at. We've steadied the ship if you will. If you'll notice, even though we're not really paying attention to the 15 seconds anymore, that standard gets hit at 90 seconds for the last three... Actually, out of the last seven months, we've hit it five times and almost hit it the other two. Again, it's a work in progress.

You can look at our transfer rates. We've stopped transfers with the City of Salt Lake. We're just now dealing with DPS, and you can see just DPS still keeps us above that 2% significantly. There was a call today at 1:00. They're currently doing the testing on the CAD-to-CAD aggregator, which is that link for the CAD systems between us here in Salt Lake County, including Salt Lake City, 911 in DPS.

I've also gotten requests for a draft of an MOU for Davis County, Bountiful and Layton to join that data exchange hub, as well, as well as Tooele. Then we're revisiting the issue with central Utah down in Salt Lake County, so that number should go down.

That number, if you recall, is tied to Senate bill 130, and they call it the carrot money. There's money under UCA that's outside of the state 911 tax money where agencies can apply for grants or funds to help them fund needs of their PSAPs that they normally couldn't afford to do, especially the smaller ones. Again, I think we're steady. We're on a good track, but once the CAD-to-CAD aggregator, the data exchange hub, is complete, we would have delivered on everything we've told Senator Harper, President Adams, Speaker Wilson, UCA, your governing body, the VECC Board of Trustees, but unless DPS and these other agencies join the hub, we can't be

held hostage to that. I'll be prepared to deal with that down the road if we're going to get penalized for any additional funding when it's out of our control. With that, I'm going to stop sharing the screen unless there's question specific to the report.

Korban Lee: Does anyone have any questions for Scott about the progress and performance measures progress report?

Scott Ruf: All right. I-

Korban Lee: Scott?

Scott Ruf: Yeah.

Korban Lee: Sorry. I have one question or comment. I think it was two meetings ago, we as trustees approved a resolution adopting as our goal the NFPA standards rather than the slightly lower standards we had been holding as our progress. Will you change the reports to show the NFPA standards?

Scott Ruf: Oh, sorry.

Korban Lee: I think the reports on the far left still have our old standards. Does that make sense?

Scott Ruf: Yes, it does. My fault. I'll update that. I missed it.

Korban Lee: Thank you. Meanwhile, does anyone else have comments they want to share?

Scott Ruf: The capital project is underway. I know Mr. Lee is out here today. He's going to take a look, but a couple weeks ago, we... half the center's been demoed. The call center is now in the training room, fire rescue is in our IC room, and half the floor has been stripped in preparation to begin to build out.

We finished most of the agreements with the architect. We have finalized the statement of qualifications that we're going to release on the state procurement website. I think it's, what's it called, Unit 3P Program or 3UP or UP. Whatever the state procurement website is for us to put requests out for bids and statements of qualifications. We should be putting that out, if not this week, next week, with a quick turnaround time. We'll work with the architects. Most of the stuff we're doing is already on state contract, so that's expedited a lot of our ability to sign contracts for furniture and tech, but we will have to bid some of the trades, the HVAC, the electrical, that kind of stuff. The general contracting work of paint, carpet, that kind, we'll go through a bid process as required.

That's moving along really well. It seems to be working for us, so we're on track. We're currently at or below budget to date, and things are looking good for us. We're getting a steady stream of our orders in, so we haven't fell victim yet, I want to jinx it, to the supply chain issues, but all of our tech is here. Most of our tech is here, so we're in a good place there if you want to come out and see. There's not a lot to see, but we are well on our way. We should still be slated to finish on or before the end of this calendar year. Before the holidays, we should have the new center done.

One thing I meant to say under the... Well, I could do it under the CAD report. I didn't put it on there, but the CAD project is still moving forward. We're just waiting on routers and switches to move the project to the cloud. Hopefully, we'll see that sometime over the summer, and we'll move that project forward, as well.

The final thing I threw on here, and I don't know if Mr. Brickey wants to talk to this a little bit. I put community outreach media and PSAs with all the changes we had, especially with the phone systems and the new 911 phone system, the new common CAD.

We had an unfortunate or tragic incident in Riverton back in, I believe, the first weekend in May, with a young man that fell out of a Jeep. It just shown a light a little bit when we did the investigation of some of the complaints, and I'll defer to Mr. Brickey because I don't want to speak for the City of Riverton, that were received during that incident.

We did the investigation, and we feel that maybe people don't really understand how 911 works and what they should expect today under the 911 system and when you dial 911, and things like that, to maybe partner with some other PSAPs in this state, partner with UCC, who I've already reached out to and spoke to. They like redoing maybe a PSA campaign, not only for just Salt Lake County, but maybe do it in a way that we can highlight the county, but also be able to edit or tweak it for use by other PSAPs around the state. Then, maybe do a little bit of that KSL investigates. I've reached out to Matt Gephardt of maybe putting something together around when school goes back, do some PSAs, or do a quick story about the 911 center, what to expect, especially with all these recent shootings lately.

Anyway, I'll leave it at that, leave it at a high level. I don't know if Mr. Brickey wants to weigh in with anything, but that's why that's on there. We're working on that to put some sort of program together as part of our community outreach.

We're also going on sending our training division out to all your different fairs and festivals that you have, as long as we know about them; having a 911 table and giving out little toys and trinkets and letting people ask questions and different technologies that we or the cities have out there to share. We are doing that. We've been doing one almost... It feels like every week or every other week lately with all the festivals. We really engage with you, as our partners, to get that out. Now I'll be quiet and defer to Mr. Brickey if he wants to weigh in.

Korban Lee: David, are you comfortable talking about the incident that precipitated this conversation about PSAs or a media outreach?

David Brickey: Sure. It'll be real quick. We had a young man who was messing around in the Jeep, who was leaning out of the Jeep while holding onto one of those rubber straps that you use typically to help yourself into the car. As he was leaning out, it broke. He hit headfirst on the ground. The neighbor that this accident had happened in front of, she is a hospital nurse. She ran outside and made a 911 call, and this was critical to be able to establish to her, with Scott Ruf's help and Dave Edmonds', that you can verify her first phone call to 911, she stayed on the phone only three seconds. She felt like she wasn't getting a response, so she hung up called back, and she stayed on the second time one second before hanging up yet a third time.

By then, 911 or VECC was getting hit with lots of phone calls. When we sat down with her and explained to her that, that second phone call, you only stayed on the line one second. She absolutely was adamant, "Oh, I was on for 10 seconds." The significance, I suppose, is, even as a hospital nurse, under the stressful moment at that particular moment, we knew she was only on the phone of second, it felt like 10 seconds to her.

My suggestion to Dave Edmonds and to Scott Ruf was we just need to tell the public, "When you make that 911 phone call, stay on the line", or whatever the message is. I'm going to leave that to the experts, "So that we can get help there quickly." That was just my suggestion. It was so catastrophic, this young man's injury, medical could have been there within two minutes, and it wouldn't have made a difference, but that doesn't mean we can't take an extra step to help educate the public that when they call 911, stay on the line, don't hang up. That's my two cents.

Korban Lee: Thank you, David.

Scott Ruf: Just really quickly on that specific incident, if you don't mind, is when we looked at the calls that made it through from the time we received the 911 calls to getting it dispatched to units on scene, Riverton Police were on scene, I think, in two minutes, and Fire EMS was right behind them in just under four minutes or about four minutes.

The calls to dispatch and the response times were really fast and efficient. There wasn't a delay or anything. It was, again, the hang up and the volume of calls, but Riverton and UFA responded extremely fast from the time that we got somebody on the phone. All in, it was less than four minutes from the call to having police and fire on the scene.

David Brickey: The other significance was KSL is more than willing and wanting to help with the PSAs. Anytime we can get an entity of that size that the whole state pays attention to what's going on; Gephardt's one of those individuals that people listen to; let's take advantage of it. Let's educate the community a little bit.

Korban Lee: Thank you. All right. Anyone have any questions or comments for Scott about the PSAs, the media outreach, or the incident?

Nathan Cherpeski: Korban, if I might, maybe this is a different PSA, but people calling the non-emergency line. I had a complaint. Scott helped us look at it. Person said, "We were on hold for 5-10 minutes." They were on hold for two minutes and 30 seconds. We had, it looked like, a fairly significant volume during that time that people just... I don't know how we educate people that, if it's a non-emergency, they're taking emergency calls first. Two minutes on the phone is not probably unheard of to wait or even five minutes. Just an observation.

Scott Ruf: I'm glad you said that Mr. Cherpeski. Just as a side note on the non-emergency calls because I know Mr. Tingey brings this up and some others. We had a meeting this morning at 7:00 with our telephone consultants. We're still sorting through a bunch of the circuits and needs, but I can tell you; and undersheriff, if I go sideways here, feel free to jump in; but I was informed by unified police, we originally were going to merge and then phase out the old Sheriff Unified Police non-emergency number that 743-7000 number.

A couple weeks ago, I was advised from Chief Hoyle, who I believe is, I always get this wrong, either Midvale or One of the M precinct commanders, and Captain Anjewierden in that the UPD and the sheriff have decided that to do a new campaign to eliminate that number is probably a heavier lift than it would be to bring the number back in house on their unified police and the sheriff. They're going to staff that number Monday to Friday from 8:00 to 1700, and then have an auto attendant that'll deal with if they need police after hours, holidays, or weekends. That alone will provide a little relief valve, at least during business hours to the center to help us further. I really appreciate the sheriff and undersheriff and unified police for reevaluating and deciding to take that on.

We're just working on porting those numbers back over to unified police, but we anticipate sometime after July 1st, we'll be able to support that over and move that workload over to unified police, at least during business hours. We're hoping if that model works, that some of the other larger agencies take a similar lead in that. Then we can reevaluate, and we're going to redesign our non-emergency numbers to provide better customer service.

It's a work in progress. The challenge is once we make our decision, we're at the mercy of the carriers, so our ticket times are anywhere from a week or two to a couple months, depending on, sometimes it feels like their mood, but usually it's their workload or what it is we're asking them to do. I just wanted to let people know we're constantly working on redoing the administrative non-emergency side.

Korban Lee: Thank you, Scott. Nathan, good comments. Thank you. Does anyone else have any questions for Scott about media PSAs or any questions about the Capital Project Remodel at VECC? Okay. Let's go on to agenda item number seven: the Finance Director's Report. Scott, thank you. Clint let's turn it over to you.

### **FINANCE DIRECTOR'S REPORT**

Clint Jensen: Thank you, Mr. Chair. We are 11 months into our fiscal year, and overall, things are still looking very good. I think the reports of the previous months still hold true. Just a couple of notes I'll make on this first page, the franchise taxes. I think I reported last month, there's still a two-month lag there, so there's three more months of collections there. We anticipate that will come in at least at the budget, if not maybe a little

bit higher, which will be great. If you look at the expenses for personnel, we're at 93%. This is skewed just a little bit. This month we had three pay periods, so because of that third pay period, that number jumped up a little bit on us, but we expect to come in at budget as of the end of June. If you look at the overall expenses for admin and operations, we're running at 78%. Overall, we're looking really good.

The net revenues of 169,071. If I compare that to May of last year, we had a negative 820,000, so things this year are looking way better than they did a year ago. Thank you for your support in helping us get our finances in order. If we look at the cash flow report, you see unassigned cash is just a little over a million bucks. Just so you're aware, we will be sending out the billings for the assessments... Probably do those next week. I'd like to get those into your hands. I know that many of you have a fiscal year of July 1. If you get those and can pay early, that's appreciated, but if you can at least get those payments quickly, if we can get something flowing in here July 1st or second or third or fourth, something like that, that would certainly help us with cash flow. It's still a little tight, but not as tight as it was last year where I was begging everybody to pay as quickly as they could. Just know that those billings will be coming out, and if you can do a quick turnaround on them, we'd certainly appreciate that.

Scott Ruf: Clint, really quickly, just for the police departments and the city managers, I got the... When it comes to the budget and billing, so we'll bill the assessment. Then for law enforcement, we bill the RMS, as well. We budgeted because the contract calls for it not to exceed 5%. I just wanted to share, and I apologize if you were going to say this, Clint, but we just got it yesterday. The bill actually came in only at a 3% instead of 5%, so you will see a slight decrease in the pass through from what we asked you to budget under worst case scenario. There's about a 2% difference in that number. I just wanted to let you all know that. Sorry, Clint. I'll be quiet now.

Clint Jensen: No, you're good. The last three pages be the check register, so with that, I'd be happy to answer any questions on the financial report through May.

Korban Lee: Anyone have any questions for Clint? All right. Clint, will you talk about the Annual Fraud Risk Assessment from the auditor's office?

Clint Jensen: Yep. This is probably something everybody's familiar with. We are required to turn this into the state auditor. If we compare this report for this year compared to last year, last year, our total points earned, they're at the top. You see that we're at 370 out of 395 last year. A year ago, we are 350. We're still in a very low category as far as risk is concerned. The one big change for this year was that a year ago, we didn't have a fraud hotline. Right now, we're using the state auditor's fraud hotline. We promote that on our website. As a result of doing that, we do get those 20 points. The only thing that is left on the table is formal internal audit function. Probably not worth the effort. We do have an audit committee that reviews the audit, but this will now be that we've reported to the board. We'll turn this into the state auditor and be compliant with his requirements.

Korban Lee: Does anyone have question about the fraud assessment report? Clint, looking at the list of what we got points on and what we didn't, 2D, "Has the governing body adopted written policies regarding reporting fraud and abuse?" Is that something you would recommend we do? Is that something the audit committee ought to look at? What are your thoughts on that item?

Clint Jensen: Yeah. There's some discussion about some fiscal policies, purchasing policies, those type of things. I think that the finance or the audit committee will probably take on that heavy lift here in the coming months. Then we'll deal with that 2D in that policy. I think that's yet to come. I think it's something that we can certainly include in those policy enhancements.

Korban Lee: Thank you, Clint. Anyone else have any questions for Clint about anything in the Finance Director's Report?

Clint Jensen: If not, I do have one more thing, Mr. Chair, if I could.

Korban Lee: Yep. Go ahead.

Clint Jensen: We talked about doing some re-landscaping around VECC. We have started some of that process. If you ever come out, you'll see that our strip between the sidewalk and the curb, we've taken out all the turf. That was about 5,500 square feet of turf that we took out. As a result of that, we estimate we're going to save 250,000 gallons of water, so that's kind of phase one of our hope to re-landscape this and become more water efficient. I have submitted a grant application to Jordan Valley Water to do phase two, which will be the south hill. We see that's about 17,000 square feet of turf. That would save us well over half a million, maybe three quarters of a million gallons of water by replacing that with more water efficient landscaping. Those things are underway, so when you come out next month, you'll notice that.

Korban Lee: Thank you, Clint. Anyone have any questions? Okay. Thank you. Next on the agenda is the option to go into a closed session. We do have an update we need to talk about with the trustees in closed session regarding litigation. If we can go into closed session, I would be open to entertaining a motion to that end.

#### **CLOSED SESSION**

Doug Hill: I'll move that we go into closed session for... Hang on. I'll get to the language here... To discuss strategy sessions for pending or reasonable imminent litigation.

David Brickey: Second.

Korban Lee: Thank you, Mr. Hill for the motion. Second by Mr. Brickey. We need to do a roll call vote going into a closed session. Scott, will you do that?

Scott Ruf: Mr. Lee, West Jordan?

Korban Lee: Yes.

Scott Ruf: Mr. Brickey, Riverton?

David Brickey: Yes.

Scott Ruf: Mr. Dobbins, Draper?

David Dobbins: Yes.

Scott Ruf: Mr. Hill, Murray?

Doug Hill: Yes.

Scott Ruf: Mr. Whatcott, South Jordan?

Gary Whatcott: Yes.

Scott Ruf: Mr. Collins, South Salt Lake?

Josh Collins: Yes.

Scott Ruf: Mr. Cherpeski, Herriman?

Nathan Cherpeski: Yes.

Scott Ruf: Mr. Reed, Bluffdale? I saw him.

Deputy Mayor Hartman?

Lisa Hartman: Yes.

Scott Ruf: Mr. Tingey, Cottonwood Heights?

Tim Tingey: Yes.

Scott Ruf: Chief Cottam for Taylorsville?

Brady Cottam: Yes.

Scott Ruf: Chief Burchett, UFA?

Dom Burchett: Yes.

Scott Ruf: Undersheriff Petersen?

Jake Petersen: Yes.

Scott Ruf: Chief Evans for West Valley City?

John Evans: Yes.

Scott Ruf: Mr. Reed is still on, so... Okay. It was unanimous. Give me a second, Mr. Chair, to fix the... I can't read these names. Hold on. Okay, Mr. Chair. We're in session with the trustees or their alternates.

Korban Lee: Okay. Thank you.

**Motion –**

**. . . by Mr. Doug Hill, to move into a closed session, the motion was seconded by Mr. David Brickey; the motion carried unanimously by roll call vote.**

**CLOSED SESSION AT 3:03 PM**

**RE-OPEN CLOSED SESSION AT 3:15 PM**

Korban Lee: Okay. As we reopen the public meeting, does anyone have any final comments? Okay. I have just a reminder. Our next trustees meeting will be in July. It will be the first meeting of the quarter, so we will be meeting in person out at VECC. There will be a Zoom option available, but I would encourage all the trustees, if you can, to come out to the VECC building and meet in person once a quarter. Okay. With that, I'm looking for a motion to adjourn.

**MOTION TO ADJOURN**

Josh Collins: I make a motion to adjourn.

Nathan Cherpeski: Second.

Korban Lee: Okay. Motion to adjourn by Mr. Collins, second by Mr. Cherpeski. All in favor, say aye.

All: Aye.

Korban Lee: Okay. Any opposed? All right. Thank you everyone. We'll see you next month.

Scott Ruf: Thanks.

**Motion –**

**. . . by Mr. David Brickey, to adjourn the Trustee meeting, the motion was seconded by Mr. Gary Whatcott; the motion carried unanimously.**

The meeting adjourned at 3:16 p.m.