

**SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

**BOARD OF TRUSTEES**

***June 18, 2014 Meeting Minutes  
VECC Board Room  
5360 S Ridge Village Dr, West Valley City***

**MEMBERS PRESENT:**

Mr. Kane Loader, Midvale; Chairman  
Mr. Kyle Kershaw; South Salt Lake  
Mr. Randy Fitts; Holladay  
Mr. Gary Whatcott; South Jordan  
Mr. Mike Shelton; Cottonwood Heights  
Mr. Layne Morris; West Valley City  
Mr. Warren James; UFA  
Mr. Brad Christopherson; Taylorsville  
Mr. Jeff Graviets; SL County  
Mr. Rick Davis; West Jordan  
Mr. Mark Reid; Bluffdale  
Mr. David Dobbins; Draper  
Mr. John Guldner; Alta

**MEMBERS ABSENT:**

Mr. Mike Day; Herriman  
Mr. Blair Camp; Murray  
Mr. Jim Winder; UPD  
Mr. Ryan Carter; Riverton

**OTHERS PRESENT:**

Chief Doug Diamond; West Jordan Police  
Chief Bryan Roberts; Draper Police  
Mr. David Church; VECC Attorney  
Ms. Jan Wells; Murray Police  
Ms. Jackie Biskupski; SLCO  
Mr. John Inch Morgan, Executive Director  
Mr. Jeff Monson; Human Resources Manager  
Ms. Beth Todd; Fire Operations Manager  
Ms. Geana Randall; Information Coordinator  
Ms. Leslie Devey; Operations Supervisor  
Ms. Jenny Johnson; Operations Supervisor  
Ms. Amy Bishop; Operations Supervisor  
Ms. Becky Nielson; Operations Supervisor  
Mr. Terry Shaw; Operations Supervisor  
Ms. Andrea Oldham; Administrative Services Manager

**APPROVAL OF MINUTES OF MAY 14, 2014 BOARD OF TRUSTEES MEETING**

**Motion –**

**. . . by David Dobbins; that the minutes of the meeting of the Board of Trustees be approved as written; the motion was seconded by Brad Christopherson; the motion carried unanimously.**

**BOARD OF OPERATIONS REPORT**

Chief Diamond reported that from the Fire Users Group, they are currently meeting accreditation in 28 of the 33 categories and moving forward with this. They talked about Zulu dispatching, where medical units are dispatched before they know everything about the call, in order to get things moving. By the time they move, they will have more information on the call. They are trying to cut response times by doing this. The Fire

Chiefs unanimously agreed to push this forward and make it a priority. The number of calls that are being forwarded to other dispatch centers is around 1822 for the month of May. There are still a substantial number of calls coming in to VECC incorrectly. There were also 458 calls that Salt Lake City answered and had to transfer to VECC. This is actively being worked on. Kane Loader mentioned that prior to merger with Sandy and Salt Lake City, VECC was receiving between 600 and 700 misdirected calls. John Inch Morgan said that VECC is working with the cell phone companies to realign their towers, but there is only so much they can do. The calls are being transferred without drops or other issues, so the CAD2CAD and transfers are working. It just makes more of a delay for the call and may require staffing adjustments to keep up with the calls. On the Police Users Group, there has been a change within the group. Lt. Scott Buchanan is no longer the Chairman and Lt. Dean Waters with West Jordan will take over. They are still working on the Pro-QA EPD dispatching system. The screens are messy for the police officers. Spillman is working on trying to clean these up and come up with an alternative to get the information down to a minimum. The questions that the call takers ask are also being reviewed, making sure they are asking the right things and eliminating those unnecessary ones. Pro-QA will be releasing another version to be tested, which will eliminate some questions. There have been issues with officers making traffic stops outside their agencies and the calls disappearing from the dispatch screens. This is being addressed. A few agencies will be beta testing the new citations and forms from Spillman in July. The dispatch standards for call processing have been reviewed. The NENA standards are that 90% of the calls should be answered within 10 seconds and 95% of the calls should be answered within 20 seconds. The merger is still being worked on and things are moving forward. There will be a statewide RFP for a CAD system. John Inch Morgan has been working to put together an RFP between VECC and Salt Lake City. John also received information on a Smart911 system which is an enhanced 911 system where citizens voluntarily enter additional information into the 911 system. This information will pop up when a call is made. Some of the information includes medical issues or protective orders. They voted to investigate this further to see if it was something worth looking at. There will be costs associated by the agencies.

## **CURRENT PROJECTS**

### **CAD Interlocal Agreement**

John Inch Morgan explained that he met with Scott Freitag from SLC and David Church to talk about the Interlocal. John initially drafted this and provided it to SLC. SLC added some additional items to the draft and it has been given to the attorneys for review. One item added was that VECC and SLC would jointly select a consultant to work to determine the fully loaded cost for all SL County law, fire, medical, and public safety answering points to adopt a common CAD throughout all of SL. They want costs of licensing, training, conversion and those types of things. Once the consultant has done this, they will determine all of the available funding, to include funding from the State 9-1-1 committee and funding from Mayor McAdams. If these two items are congruent with one another, VECC and SLC will jointly issue an RFP for a public safety software system. When John wrote the RFP for the public safety software system, he included a CAD, RMS system and Mobile Data system, all as components. That way if there is commitment to an RMS system, they wouldn't have to necessarily adopt an RMS system. The language of HB155 talks about a CAD platform and John thinks that the restricted funding goes to this CAD platform. To be eligible for these funds, there needs to be a proposal and a joint Interlocal agreement. If both cost and available funding are congruent, a selection committee will be selected to move forward. Jeff Gravier asked if there was a deadline and how it tied into HB155. John said his initial deadline has already passed, and he wanted to have it done by the end of the month. He is hoping to bring it back to the Board in July for approval, have their Boards' approval and will have everything tied up in July. If this is the case, John will issue the RFP as quickly as possible. There will be a lot of agencies asking for funding. Weber has determined that they will switch from Versaterm to Spillman and John thinks that they will be asking for State money for this CAD. John also believes there are some Central Utah counties that are not on either of the 2 major CADs that will be asking for funding as well. If the agreement isn't congruent, it will still be an issue with VECC and John will continue to look internally at having a consistent CAD.

### **Priority Dispatch/IAED Endowment Agreement**

VECC entered into an endowment agreement with Priority Dispatch, and agreed to become an accredited center by certain dates. Those dates have passed for all 3 disciplines. It is very important to the Fire Chiefs that VECC become accredited as soon as possible. Accreditation gives Fire the opportunity to be eligible for certain reimbursements, among other things. John wrote 3 separate resolutions. The first resolution to approve is the endowment agreement, which changes the dates of the agreement to something more attainable. VECC is very

close, and John has made the dates very attainable. John is trying to give Priority Dispatch an opportunity to cure the deficiencies. At last months' Operation Board meeting, John invited Priority Dispatch to the meeting so that they could hear from the chiefs and users their concerns. In the initial endowment agreement, VECC agreed that if they did not become accredited within the deadlines set forth, VECC would pay the endowment cost of over \$500k. Priority Dispatch has agreed to this new resolution and they will counter-sign the agreement.

**Motion –**

**. . . by Randy Fitts, to approve Resolution T14-05 as written; seconded by Gary Whatcott; the motion carried unanimously.**

The second resolution is County resolution T14-03. This extends the date for the conveyance of 9-1-1 fees on the phone. Every City and County receives, from the tax on each phone line, 9-1-1 fees. It's handled by the State Treasurer either by the city directing the funds directly to their PSAP or by the city receiving the funds and then they convey them forward. This resolution is an extension to an agreement done back on September 18, 2011 where they would convey funds representing their fire side and for 50% of their police side. However, inasmuch as they had a secondary PSAP, they would retain some of those funds. Because UPD and VECC budgets will remain separate for the next 2 years, John is extending this resolution for 2 years without making changes to any other term of the agreement to keep it consistent. In 2 years UPD and VECC will be fully integrated and the budgets will be as well. In this case, VECC will go back to the County and have them convey the entire amount to VECC.

**Motion –**

**. . . by Gary Whatcott, to approve Resolution T14-03 as written; seconded by Rick Davis; the motion carried unanimously.**

The final resolution is with Salt Lake City, a fee schedule where SLC compensates VECC for certain services related to their emergency management communications and messaging. Beth Todd explains that this covers VECC's DCC system or Reverse 9-1-1 system. VECC agrees to house and maintain the system and SLC agrees to keep their data updated and maintained. The initial agreement was for 3 years which is ending, so they are extending this agreement for FY15. They changed the formula they were using based on Sandy going to SLC. Instead of doing a 75/25 split, it was agreed upon 50% population and 50% the phone numbers and data in the system. It now comes out to SLC paying 34.21% of the annual maintenance costs. The self registration portal is also being covered by SLC at 34.21%.

**Motion –**

**. . . by Brad Christopherson, to approve Resolution T14-04 as written; seconded by Randy Fitts; the motion carried unanimously.**

### **EXECUTIVE DIRECTORS REPORT**

John Inch Morgan commented that as the merge continues, they have done an analysis of the different policies and have identified areas where the policies are different and where things may want to be changed a bit. One thing they will do is bring in employees and have them help identify things that are most important to them. As policies are developed, there are two different groups joined together that will be affected by this. They are putting together work groups to look at some of these things, such as shift bids, education reimbursement and uniforms.

John will be putting together an organizational chart soon and will disseminate it for discussion. He will also be soliciting assistance.

One of the many contracts for review is the Property and Liability Insurance. A number of companies have been invited to provide a bid for coverage. Jeff Monson reported that over the past several years, the Property and Liability Insurance continues to go up without any claims. Several of the companies who bid are very competitive with our current coverage. A decision will be made soon.

John provided the Board with a list of things that Priority Dispatch is changing in EPD. For example, on traffic accidents, the questions have been scaled down from 18 to 9 or 10. As recommendations are coming in, they are being reviewed and then requested to be changed.

**BOARD OF TRUSTEES MEMBERS' REPORTS**

Kane Loader mentioned that in his discussions with John Inch Morgan, his feelings are that there is the opportunity with the merger and that VECC is now the premier organization in the state. Other agencies should be looking to VECC and VECC should be setting the bar. He believes that John is on track to make the needed changes to this organization. It's a great opportunity for VECC to build an organization to set the bar for the rest of the state. As best practices are determined and adopted, John feels that this will be the best organization in the state.

**Next Board Meeting Date**

The next meeting of the Board of Trustees is scheduled for July 16, 2014 at 2:00 p.m.

The meeting adjourned at 2:52 p.m.