

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES

***July 16, 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. Gary Whatcott; South Jordan
Mr. John Parks; Cottonwood Heights
Mr. John Evans; West Valley City
Mr. Warren James; UFA
Mr. Brad Christopherson; Taylorsville
Mr. Patrick Leary; SL County
Mr. Rick Davis; West Jordan
Mr. Mark Reid; Bluffdale
Mr. David Dobbins; Draper
Mr. John Guldner; Alta
Mr. Blair Camp; Murray
Mr. Jim Winder; UPD
Mr. Ryan Carter; Riverton
Mr. Brett Wood; Herriman

MEMBERS ABSENT:

Mr. Randy Fitts; Holladay

OTHERS PRESENT:

Mr. David Church; VECC Attorney
Mr. Scott Carver; UPD
Mr. Marc McElreath; West Jordan
Mr. John Inch Morgan, Executive Director
Mr. Jeff Monson; Human Resources Manager
Ms. Geana Randall; Information Coordinator
Ms. Gigi Smith, Police Operations Manager
Mr. Mark Whetsel; TS Manager
Ms. Leslie Devey; Operations Supervisor
Ms. Chris Dunn; Operations Supervisor
Ms. Amy Bishop; Operations Supervisor
Ms. Becky Nielson; Operations Supervisor
Mr. Terry Shaw; Operations Supervisor
Ms. Trisha Morton; Operations Supervisor
Ms. Andrea Oldham; Administrative Services Manager

APPROVAL OF MINUTES OF JUNE 18, 2014 BOARD OF TRUSTEES MEETING

Motion –

. . . by Kyle Kershaw; 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 McElreath reported that they spoke about the Zetron system, which is the fire station alerting system. The current system being used is 15+ years old and it is an analog system. There is a delay in the stations being alerted which is an equipment issue. The Fire Chiefs spoke and wondered if this could also be included in the search for a CAD, to start looking at options for station alerting. Chief McElreath was asked to bring it to

this group and see if it's something that can be considered. He also suggested looking for grants. In order to get fire units out quicker, the Zetron system must be upgraded at some point. John Inch Morgan suggested that they start planning for the upgrade now. To upgrade, it will cost about 1 million. To replace it, it will cost about 2 million. There will also be costs to have a T-1 line going into each station. The Fire Users group has been working along with Beth Todd, on zulu dispatching. The idea behind this is as a 9-1-1 call is answered, the call taker will get the address and nature of the problem, and then dispatch the units. It does speed up the call response time, getting units in the right direction. This is a trial system for 90 days and does not replace Pro-QA, it's more of a pre-alert. It will be reviewed in 90 days. The Dispatch Review Committee met and discussed a few fire calls. Rick Davis wanted to know what the next step in replacing the Zetron would be. John Inch Morgan suggested going to SLC and seeing their Phoenix system. Another suggestion is as a consultant is obtained for the CAD, have them evaluate the system and give suggestions. Rick requested that the Zetron subject be kept on the agenda of upcoming meetings to continue discussions. Kane Loader suggested giving this task back to the Operations Board, and have them evaluate what VECC has and what they need, and report back to this Board.

Motion –

. . . by Rick Davis, to direct the Operations Board to expand the RFP to include an evaluation of options associated with the Zetron system and that the Zetron system be kept on the Trustees agenda for further discussion; seconded by John Parks; the motion carried unanimously.

CONSIDERATION OF RESOLUTION T14-05

John Inch Morgan reported that over the past few weeks, Brian Roberts, a SLC appointed attorney, has been working on this resolution. David Church took the elements discussed over the past few months and put it into legal form. Brian Roberts and other SLC individuals put together this Interlocal agreement. The first step will be to jointly hire a consultant. This consultant will look at the fully-loaded cost of having a single platform in SL County and this will be compared to all available funding. Then, if these two things are congruent, SLC and VECC will jointly issue the RFP. The inaugural meeting of UCA was held yesterday. Scott Freitag is the SL County representative the UCA board. He indicated that funds currently available are 3.39 million and at least 2 million will be added. John believes that there will be sufficient funding for this. UCA is the parent organization of the State 9-1-1 Committee. The State 9-1-1 Committee has the restricted funds for CAD, which leaves a combination of money that could be available for this if we are timely in submitting an application for funding. John feels there is a good possibility that all of the costs will be covered. Once the consultant has done their job, they will come up with the conclusion that there is sufficient funding to move forward with the RFP for the single platform CAD in SL County. Brian did ask John if there isn't funding for the consultant from the State 9-1-1 Committee, running between \$40,000 and \$50,000, how it will be funded. John does not want to do another contract and he received direction from this Board to hire a consultant, and VECC will secure funding for one. In speaking with Mayor McAdams, this is one element that he believes would be money well spent from his \$1.3 million. John stated that the purpose of the consultant is to give him direction, which is determining the feasibility. Kane Loader asked if, in his opinion, SLC can get this through their counsel. John definitely thinks so.

Motion –

. . . by John Parks, that Resolution T14-05 be approved; seconded by Rick Davis; the motion carried unanimously by roll call vote.

EXECUTIVE DIRECTORS REPORT

John Inch Morgan has committed to talk about major incidents. He sent out a document earlier which talked about a fire on Quail Ridge Run. This is another example where cell phone calls were coming in from numerous different locations and so they were hitting SLC, which sent Sandy station 92, which is on 9400 S. Highland Dr., which is quite a drive up to that confluence. Subsequent calls came in with more exact address, which showed in the recommend it was station 116 on Wasatch Blvd. In communicating with SLC, they said they already sent units and sent a full assignment. Initially, VECC asked if they needed more and they said no. With the number of calls coming in and the description that the fire was out of control, VECC dispatched station 116. John believes it's illustrative of the same kinds of issues that are currently being dealt with on an on-going basis. On areas where there are boarders with agencies that are not dispatched out of the same Center, this shows the problems that they run into. The Community Counsel has been gathering information to try and figure out the

problems they are having. There were 18 calls that came in on this incident and most if not all of them were on cell phones. John just wanted to make every aware and he will continue to discuss solutions in the Operations Board. Warren James commented that Sandy emptied their City to respond on this call and did not use the closest station, which is typical of how they are handling things. If they had dispatched a full assignment that included the closest stations, it would have included 2 UFA stations. It would be a 7.5 minute response time for Station 116 and a 12 minute from station 32, which is significant. Ultimately, the initial response problem came in where the first person called in the fire from a cell phone and did not know their address. The address they gave was incorrect. Sandy also dispatched all 5 of their stations. John feels that we all need to be on the same page both with our technology and our standard operating procedures as well.

John gave the members June statistics on transferred calls. The total transferred calls between UPD and VECC are 9,727 and between SLC and VECC are 2,059. He pointed out that the numbers dramatically increased in November when Sandy left VECC. While VECC has ongoing staff for UPD transfers, John doesn't think that the increase in volume was anticipated with Sandy leaving. With this many calls coming in and the Call Takers still taking these calls and then transferring them, it adds to the frustration with many of the constituents calling in. John mentioned that some of the call volume did go down due to adjustments to the cell phone towers. Mark Whetsel said that after Sandy moved to SLC, the first full month they were with them, VECC transferred around 2,500 calls. June of 2014, VECC transferred just over 2,000 calls. With the irregular borders of Sandy, the radio signal cannot follow all of them.

John has been working on re-writing VECC policies, anticipating new agencies coming in and being merged with UPD. There are 5 policies dealing with finances. He distributed copies and asked each member to review it for the next meeting. They are fairly straight-forward. Many of the cities have very similar policies.

With the UPD/VECC merger, John has been doing a number of different things, such as reviewing policies and identifying where we can all have the same or best policies. Both VECC and UPD have been doing some employee surveys. They have also put together work groups to look at different areas of discussion, such as shift bidding, retirement contributions and paid leave. John wants to include the employees of both agencies to identify those things that are most important to them. John has been asking everyone to prioritize.

Jeff Monson discussed staffing within the organization. He mentioned that over the last year VECC has had some unique turnover. As of June, VECC was down 11 individuals. A new hire group of 7 individuals just started. With people in training, it doesn't help with Call Taking at the moment, as they are not actively participating in taking incoming calls. The training is happening, however. In a few months, the new hires will solo and move on to channels. VECC is constantly looking for individuals to hire and will be hiring again in the next few months. Predictive hiring shows that between July and December, VECC usually loses between 10 – 14 employees. Continuing to hire will hopefully keep things ahead. A few things VECC is doing to keep employees would be the salary adjustments that were approved in July. This will help keep things competitive. Also, the survey and work groups, and getting people involved will assist our environment.

Gigi Smith introduced the newest VECC Operations Supervisor, Trish Morton. On July 12th, the SL Tribune put out an article titled "Location of 9-1- callers on cell phones proves hard to find, hard to pin down". Gigi recently spoke in Washington D.C. about this specific topic. The article mentioned that the FCC has been working diligently in working with wireless carriers to better the ability to find callers. First responders should not have to hunt for the scene. The article mentions that it's not just a Utah problem but a nation-wide problem. Right now, different associations, such as APCO and NENA, along with the different major wireless carriers are working with the FCC, trying to better what we currently have.

Mark Whetsel mentioned that many new technology changes have been accomplished this year, one being the microwave point-to-point loop. It ties VECC, UPD and SLC together and also includes UHP and the SLC Airport Authority. There is connectivity between VECC, SLC and UPD for Entrado and Web-EOC also. About a year ago, negotiations with Verizon began with regards to VECC mobile services. By the end of the year, they will come in and incorporate internal antennas to increase the bandwidth and reliability. The next big project being worked on is texting to 9-1-1. This was up and turned on back in May, but to get it going, there are many things between several agencies that needs to be discussed, including how to handle transfers between PSAP's. Once it's decided how things will run, the public will need to be notified in order to get them on board.

Undersheriff Scott Carver asked if there were two Interlocals, one for the Consultant and one for the RFP. John Inch Morgan has incorporated everything into the one Interlocal.

BOARD OF TRUSTEES MEMBERS' REPORTS

John Inch Morgan mentioned that he didn't have much to report as far as an August meeting and asked the members if they wanted to take August off.

Motion –

. . . By Sheriff Jim Winder, to cancel the August Trustee Meeting; seconded by Brad Christopherson; the motion carried unanimously.

John Inch Morgan sent out an annual schedule for the meetings, and would suggest moving the Joint Trustees and Operations meeting to September. He feels that there should be a joint meeting at least semi-annually to identify those important tasks to be accomplished throughout the year. John would also like to host a "Salt Lake Valley 9-1-1 joint governing board meeting", pulling all the governing boards of all the public safety entities into one meeting to discuss things that affect the entire Valley. John also asked each Board member to go over the schedule and bring back any items they wish to discuss.

Next Board Meeting Date

The next meeting of the Board of Trustees is scheduled for September 17, 2014 at 2:00 p.m.

The meeting adjourned at 3:04 p.m.