

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER
BOARD OF TRUSTEES/BOARD OF OPERATIONS JOINT MEETING

September 17, 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. Mike Shelton; Cottonwood Heights
Mr. John Evans; West Valley City
Mr. Eric Sandstrom; UFA
Mr. Brad Christopherson; Taylorsville
Mr. Jeff Graviets; SL County
Mr. Dean Waters; West Jordan
Mr. Mark Reid; Bluffdale
Mr. David Dobbins; Draper
Mr. Randy Fitts; Holladay
Mr. Blair Camp; Murray
Mr. Jim Winder; UPD
Mr. Ryan Carter; Riverton
Mr. Mike Day; Herriman
Chief Craig Burnett; Murray
Chief John Roberts; Bluffdale
Chief Chris Evans; UFA
Chief Gil Rodriguez; Murray
Chief Ron Morris; South Salt Lake
Chief Reed Thompson;
Chief Lindsay Shephard; South Jordan
Deputy Chief Larry Marx; West Valley City
Chief Shane Hudson; UPD
Chief Marc McElreath; West Jordan
Chief Layne Morris; West Valley City
Chief Doug Diamond; West Jordan
Chief Jack Carruth; South Salt Lake
Chief Mark Ownsby; West Valley City
Undersheriff Scott Carver, UPD

MEMBERS ABSENT:

Mr. John Guldner; Alta

OTHERS PRESENT:

Mr. David Church; VECC Attorney
Mr. Isaac Zenger; Murray
Mr. Ian Robbins; Osborne, Robbins and Buhler
Mr. Dave Sanderson; Finance Manager
Mr. John Inch Morgan, Executive Director
Mr. Jeff Monson; Human Resources Manager
Ms. Geana Randall; Information Coordinator
Ms. Gigi Smith, Police Operations Manager
Ms. Beth Todd; Fire Operations Manager
Mr. Mark Whetsel; TS Manager
Ms. Leslie Devey; Operations Supervisor
Ms. Chris Dunn; Operations Supervisor
Ms. Shawn Woodcox; Operations Supervisor
Ms. Darlana Quinn; Operations Supervisor
Ms. Andrea Oldham; Administrative Services Manager

APPROVAL OF MINUTES OF JUNE 18, 2014 BOARD OF TRUSTEES MEETING**Motion –**

. . . by Brad Christoperson; that the minutes of the meeting of the Board of Trustees be approved as written; the motion was seconded by Mark Reid; the motion carried unanimously.

APPROVAL OF MINUTES OF AUGUST 14, 2014 BOARD OF OPERATIONS MEETING**Motion –**

. . . by Eric Sandstrom; that the minutes of the meeting of the Board of Trustees be approved as written; the motion was seconded by Doug Diamond; the motion carried unanimously

VECC FINANCIAL AUDIT

John Inch Morgan reported that the net position of VECC for the end of fiscal year 2014 was \$6,846,379.00. VECC is in good shape in terms of assets versus liabilities. The net position is an important comparable to measure the health of an organization. Looking at the cash position, VECC needs sufficient cash to handle the needs of the day to day operations on an ongoing basis. It's also important to have a significant cash amount on hand for emergency situations. Looking at the categories of reports John created, the first one is the net position, then the cash balance report, which increased by \$1,700,712.00 to \$2,478,256.00, which is about 23% of the anticipated revenues coming in. Dave Sanderson mentioned that the cash position increased around \$750,000 due to the 9-1-1 committee paying part of the CenturyLink Phone bill, 9-1-1 revenue has increased over estimates, and then the budgeted salaries and benefits were lower than anticipated because of being short staffed. Ian Robbins thanked the administration and staff for the work they did to assist in the completion of the audit. The audited financial statements have a clean opinion, there were no exceptions. They also did reports on Internal Control Over Financial Reporting and on the State Legal Compliance, which were clean and without findings. Ian supplied the Boards with a letter which goes over how the audit went. There were no problems with management, and no additional significant findings that they need to communicate to the Boards. Next year, accounting standards will be changing so that net pension obligation from URS will be pushed down onto the financials of everyone who is a member. In the letter, Ian detailed how it would affect financial statements, and it is a significant liability to be pushed down. He just wanted to make the Boards aware that adding this liability to the financial statements doesn't change the economic well being of VECC or any of the cities. It's a way to present this liability in a different way. Kane Loader thanked the staff and Dave for the clean report and how they conduct the financial affairs of VECC.

BOARD OF OPERATIONS REPORT

Chief Marc McElreath reported on West Jordan and the Trustee representative. Rick Davis, the City Manager, resigned on September 13, 2014. Brice Haderly, the Assistant City Manager, has become the Interim City Manager and at the upcoming council meeting, they will send over the official paperwork to make Brice West Jordan's member of the Trustees Board. The Operations Board meeting was held August 14, 2014. They discussed the fire roster, which is out on the internet. It is still having some bugs being worked out of it. Mark Whetsel mentioned that there was a piece of software that was not added. It's been ordered and loaded and will be up by next Friday. The software took the forms and reported created and allowed them to be viewed on any device, anywhere. The fire roster allows each city to report which apparatus they have in service and the personnel who are on that apparatus. It includes door codes for the stations, and each battalion looks at it to see what is in and out of service. It's a great tool for everyone to use. The Police Dispatch Review Committee did not meet this month, but the Fire and Medical met and discussed on medical, moving towards accreditation. They talked about the CAD consultant which John will discuss further. Zulu dispatching, or pre-alerting, was a hot topic. The dispatcher will verify an address and then start units to respond. Times are reduced as far as call processing, but the downside is inaccuracy or the inability to send less equipment on lower priority calls. Testing will continue through October 30th. The Bureau of EMS came out with a proposal to have all medical calls come through a dispatch center or a specified 9-1-1 PSAP. There was concern as to what the impact

would be on VECC. It would mean that any provider calling for transfers between hospitals would come into VECC. There is still work going on determine the impact on VECC. Chief Dean Waters reported on the Police User meeting, who met on September 4th. They discussed MCOT, the people that come out to assist with mental subjects. Their staffing levels have fallen by half, and so if officers are having trouble getting one to come out, this is why. They were asked to remind their officers not to use service or dispatch for personal use. There are policies against this, but there are calls coming through that they are concerned about. Service has received some phone calls from officers from outside agencies that are not a part of VECC. As a result, service might be asking the officers for their name and unit number to clarify who they are and make sure they are a part of VECC. VECC is looking for recruiting help. A few ideas they came up with were putting a link on each of the police and fire websites, which would link them to VECC for further information. Another idea was to have some of the cadets or other people come in and work. Also, VECC places a recruiting sign outside their office, and it was suggested if it could be put out at some of the police and fire departments. They also discussed sharing RMS systems, which lead to a motion, "As a user group, we all agree that we will support a shared RMS and single CAD to enhance information sharing for dispatchers and mobile users for the purpose of public safety." They would like to move in this direction. It was also suggested that VECC look into the Insight system, which Gigi has more information on. Gigi Smith thanked Sgt. Buchannan, who was the Police User Chairman through June. Sgt. Britt Heddlesten was the Vice Chairman and he will remain in this position with Lt. Waters as the new Chairman. With regards to Insight, they talked about sharing RMS systems, and it was explained that a lot of what is holding them back is the technology. Insight is one of the technologies that would be available. Currently, it is on Spillman, but VECC does not have access to it. Gigi has asked Mark Whetsel to check with Spillman to find out what it would take, technology and budget-wise, to get this access. Mark has not heard back from them yet. Gigi said that probably 99% of the users use it regularly, but they say sometimes it's difficult to get the information. She also said that Insight goes into a lot of detailed information, not something the dispatchers necessarily need. John Inch Morgan mentioned that as VECC and SLC goes through the RFP process for the CAD, this has been expanded to include RMS systems. The RFP has been written to include both Fire and Police. With this RFP, John wants to know what the fully loaded costs will be for everything. Station Alerting has not been included with this. Because this is a joint process with VECC and SLC, they are comfortable with the Phoenix system they are currently using. VECC will look at Phoenix and look at upgrading the Zetron, but he feels it's separate from this package.

The Fire User group also talked about silent dispatching. South Jordan and West Valley are testing it. It's going well so far.

Isaac Zenger reported on the Tech Users group. Spillman rolled out a new patch to all of the VECC agencies and because of the unique nature of VECC, it's not possible for Spillman to test their patch against the type of set up that they have. Because of this, whenever a patch comes out, it can have issues. This latest patch had problems on the Tech Users side where all of the agencies involved had quite a few issues with it, which took about 2 weeks or so to resolve. The only agency that didn't have any problems was Cottonwood Heights, because they are currently on a VECC server, and it is running off a single server environment. One of the recommendations the users would like to present to the Board is that regardless of what happens with the RFP, it would be advantageous for all the agencies to move over to a single server environment. There are many questions on cost and the details, but it does make the most sense from a technical standpoint. They also discussed palentary integration and they would like to get this up and running for all VECC agencies by the end of December.

SURPLUS INVENTORY

Mark Whetsel presented the surplus inventory list to the Board members. He wanted to point out that the building and everything in it is 12 years old. Unfortunately, while most things look good, it is reaching end of life and end of warranty, including the dispatch floor chairs. They were all replaced out of last year's budget. The warranties had expired. They have a 12 year warranty and Mark was finding that as they were repairing them, it was costing \$250-\$500, and it would be cheaper to purchase new chairs with the new warranties.

Motion –

. . . by Randy Fitts, to authorize VECC to surplus the equipment; seconded by Jeff Graviets; the motion carried unanimously.

EXECUTIVE DIRECTORS REPORT

John Inch Morgan reported that he would be presenting a mid-year budget and that it would be put on the agenda for discussion next month as well as a notice to officially open the budget. John would like to utilize the under-spend or surplus from last year. When the budget was passed last year, \$180,000 was authorized from the anticipated surplus to go towards equipment. John is looking at some additional equipment needs (the DCC and UPS) which he thinks if they are purchased now, they won't go towards next budget. The CAD consultant will cost \$50,000 and VECC and SLC will be splitting this cost. Their plan is to go to the 9-1-1 Committee and request those funds because of their reserve restricted account for CAD services. They have not come up with rules and regulations on how to apply for these funds yet. John commented that when he sees a surplus generated each year, it means that the assessments are too much. One of the proposals includes reducing the assessment for this year by 6%. His plan would be to either give a lump sum back to each agency in January, or the last 6 months of assessment would be reduced. John would like to utilize some of these funds to start dealing with some personnel issues that VECC has been facing for some time. This is one-time money and some of John's proposals will be a one-time cost and others would be ongoing. Looking at merging VECC and UPD together, there has always been a differential in pay scales. VECC's starting salary is significantly lower than UPD's, but it's also significantly lower than a lot of the other dispatch centers around. VECC also needs to find ways to retain individuals. When Sandy left, VECC cut back, probably too far, and where hundreds of calls were being transferred before, VECC is now transferring thousands of calls, which is very costly. At some point in time, there may need to be a discussion about invoicing Sandy for these ongoing costs. For the remainder of this year, John would like to do an entry level adjustment and then a compression adjustment, which will cost approximately \$95,000, using one-time money. This would also be an ongoing cost, but brings VECC up to the same entry level as UPD. Both UPD and VECC start salaries are not extremely high, and are probably right in the middle of the market. This would bring the starting wage at around \$15.00 per hour. The other side of the salary range is that VECC tops out higher than UPD, mostly because of cross-training. VECC provides additional compensation to individuals as they go through call taking, police and fire dispatching. For Professional Standards Achievement, John added \$50,000 to this and it will be a one-time cost. It could be extended out, but would be at the discretion of the Board. The goal for VECC is to be medically accredited by March 2015. John would like to take some one-time money as a bonus and as an individual becomes accredited, he would like to give them a bonus. Then, six months down the road, he wishes to repeat this as they maintain accreditation. The Call-Taking differential would be used to entice employees to bid on call-taking shifts. On-Call compensation would be a trial program where some individuals would be on-call and would be obligated to respond if staffing is down. During the week they were on-call, they would be prepared to come to duty within an hour. The total for personnel changes would be \$292,000. John is presenting this to the Boards in hopes that they will direct the budget committee to meet again and discuss this further. VECC's fund balance requirements follow the same regulations as what is imposed upon the cities and runs about 23%. Dave Sanderson mentioned that the increase in fund balance this year hasn't been seen in the past 4 years, primarily due to old budgeting methods used. This year, the budget is using actual numbers rather than maximum numbers. This information will be passed onto the budget committee for their review and then they will come back to the Board with a recommendation.

Motion –

. . . by Mark Reid, to revert the utilization of funds to the budget committee for their review and recommendation to the Board; seconded by Jim Winder; motion passed unanimously.

John reported that VECC has received notification of an APCO of Excellence Award, primarily for the handling of the Sgt. Johnson incident in Draper. He requested that a few members of the Operations and Trustee Boards come and attend the awards ceremony on Wednesday, October 8th.

VECC's goal is to be accredited by the end of March 2015.

Significant progress in policy changes are being made in regards to the VECC/UPD merge. This past month there have been several joint meetings discussing the differences and similarities and progress is being made.

John issued an RFP on September 15, 2014 for the SLC and 9-1-1. Responses are due by Monday, October 6th. There will be a contract awarded on or before October 15th. The consultant selection committee consists of

Sheriff Winder, Chief Evans, John Inch Morgan and Chief Diamond. This determination will be made and John is committed to have the contract awarded by the 15th. John will also have a report from the consultant on their findings by November 11th at 11:00 a.m.

On staffing, the authorized FTE's are at 81 and Jeff Monson has been increasing recruiting efforts. Jeff mentioned that over the last few months, VECC has been doing a lot of advertising, trying to find good individuals. Over the past few months, we have hired 12 employees and 2 have left already for other employment. VECC is down approximately 12 positions right now. There are 10 employees in training right now and hopefully, by the end of September, 6 of these will be soloing so that they can take positions on the floor. The other 4 employees will have another 2 months of training before they solo. Another hire group will be starting on November 10th. Most of our employees are leaving for other employment, with pay being a big issue and also shift-work. Turnover is over 20% right now.

Mark Whetsel mentioned that on the \$182,000 allotted for the 4 projects; updating the San server, upgrading the security camera systems, portable radio replacement for the dispatch floor, and a phone switch upgrade for the administration phones, 2 of these have been completed. The Sam server has been installed and the final migration from the old to new server is being done currently. The security camera system has also been upgraded.

VECC STRATEGIC PLANNING

John Inch Morgan, when hired, was charged with putting together a multi-year strategic plan. He has outlined a 5-year plan that looks at the entire valley. It is focused on VECC, but it's reaching out to the entire valley as well. When John put out the RFP, John also included UHP and U of U Dispatch because as technology changes, trying to separate one jurisdiction from another is a difficult task. It is evident that everyone needs to be working together and there needs to be standard operating procedures and protocols in dealing with calls from one agency to another. John asked everyone to look at the strategic plan and offer ideas and suggestions and enhancements. There are 2 assignments John has for the members, a SWOT analysis and then a force field analysis. He would like to find out from the users how VECC can better serve them. John has also put together some objectives and initiatives that VECC needs to work on. He would like 3 individuals from the Boards that will be responsible for gathering the information from each member and then meeting with John to hammer out and put together a document that the Boards will consider in November. Chief Diamond, Warren James and Blair Camp volunteered to head this up.

On the annual meeting schedule, John does not want to go over the same things each month. He feels that these meetings should have some meaning. A few topics he wanted to discuss would include the UPD/VECC Merger in December. Some of the policies need to be looked at. Future meetings should include another joint Operations/Trustee Board meeting, and also bringing in the entire Valley on a semi-annual basis. Some suggestions were the Open Meetings training, Sexual Harassment and Ethics training. John asked that everyone send him their ideas of topics to be discussed at these meetings.

BOARD OF TRUSTEES MEMBERS' REPORTS

Kane Loader mentioned that when John Inch Morgan was hired, there would be a six-month review. He has asked Chief McElreath and the Vice Chairs, Chief Diamond and Jim Winders to work with him and then they will report back to the Board. Kane will put together a meeting for this.

Next Board Meeting Date

The next meeting of the Board of Operations is scheduled for October 9, 2014 at 10:30 a.m. and the Board of Trustees is scheduled for October 15, 2014 at 2:00 p.m.

The meeting adjourned at 3:19 p.m.

