

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

***October 15, 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. Michael Jensen; UFA
Mr. Jeff Graviets; SL County
Mr. Brice Haderlie; West Jordan
Mr. Mark Reid; Bluffdale
Mr. David Dobbins; Draper
Mr. Randy Fitts; Holladay
Mr. Blair Camp; Murray
Mr. Brett Wood; Herriman
Mr. John Guldner; Alta
Chief Craig Burnett; Murray
Chief Layne Morris; West Valley City
Undersheriff Scott Carver, UPD

MEMBERS ABSENT:

Mr. Ryan Carter; Riverton
Mr. Brad Christopherson; Taylorsville

OTHERS PRESENT:

Chief Doug Diamond (For Chief Marc McElreath); West Jordan
Mr. David Church; VECC Attorney
Mr. Patrick Leary; SL County
Mr. John Inch Morgan, Executive Director
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
Mr. Terry Shaw; Operations Supervisor
Ms. Darlana Quinn; Operations Supervisor
Ms. Andrea Oldham; Administrative Services Manager

APPROVAL OF MINUTES OF SEPTEMBER 17, 2014 BOARD OF TRUSTEES MEETING

Motion –

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

BOARD OF OPERATIONS REPORT

In Chief McElreath's absence, Chief Diamond reported that Pro-QA is moving forward, and VECC is aggressively trying to become certified for both Police and Fire. They are a lot closer in the medical than Fire. On the Police side, there have been some upgrades in the software itself with substantial changes which should help. The employees at VECC are working very hard to move this forward. Undersheriff Carver asked Chief Diamond if he

was comfortable with the direction and progress. Chief Diamond is comfortable in the progress and direction it is going, however, he is not comfortable with the fact that they aren't anywhere near close to being there yet. The officers in their cars have too much information on their screens. It is being whittled down, but it's not where it needs to be. Pro-QA is very receptive with the group to make changes. John Inch Morgan mentioned that there is a Pro-QA side and a CAD side. That information being seen on the screens is what the CAD is putting out. So not only is VECC working with Pro-QA, but they are also working with Spillman to make sure that what's coming out on the field side is only the essential information. In Fire Users, they discussed being prepared to utilize the pandemic questions with regards to EBOLA if necessary. There hasn't been a need to ask them yet. On zulu dispatching, for fire and medical, which is getting units rolling prior to getting all the information, the testing has been finished on this. Next month, they will report to the Operations Board. The RFP was sent out and there were 6 responses back. The RFP Committee will meet next week and they will bring more information next month. John hopes that next Tuesday when the committee meets, they will decide on a single vendor, make an offer to that vendor and put them under contract. They have 60 days to complete their work. John is also going to the County Budget Session to discuss where VECC is and to talk about the offer Mayor McAdams and the council has approved, and try to get it reallocated for another year. He wants to show them that there is progress being made and that VECC is moving ahead even though it's a new year for the County. Chief Diamond talked about budgeting. Some of the one-time money will be used to enhance the reverse 9-1-1 system and to make sure that it's up to date. They also discussed some salary proposals that John had made, which he will discuss further in this meeting. They made a motion to support those salary proposals within the Operations Board. In the November Operations meeting, they will be doing some Strategic Planning, and it will be a 4-hour meeting. It will run from 10:00 a.m. to 2:00 p.m. and hopefully out of this, they will be pretty close to a plan itself. VECC is still handling approximately 2000 calls per month for Sandy. They discussed at some point possibly charging them or trying to figure out how to handle them. As the cell phone carriers have realigned their radio signals, calls have gone down, but Sandy's borders are irregular. There will always be a problem because more and more people are getting cell phones and traveling with them. Chief Diamond mentioned that VECC received an APCO award for the Incident of the Year, for the incident involving Sgt. Derek Johnson's shooting. The dispatchers did a fantastic job and the whole system worked very well together.

DISCUSSION ON PROPOSED MID-YEAR BUDGET ADJUSTMENTS

John Inch Morgan mentioned that this budget proposal was brought to the Operations Board to get their input prior to bringing it to the Trustees. He would like to post a public hearing for the November meeting to open the budget and increase it by the amounts he is suggesting. VECC ended the 2014 fiscal year with \$1,089,000 in surplus and \$182,000 of it was committed to be allocated in the new 2015 budget for equipment. This has already been approved. With this 1 million in surplus, John has proposed a few other things. This was taken to the Budget Committee and they made some recommendations. Initially, John indicated that having a surplus every year shows an overcharge of clients. He proposed, if they prefer, putting it back into the Center, or a member assessment reduction. The Budget Committee, as well as other input John received from the joint Trustee/Operations meeting, recommended putting it back into the Center. One unmet need is compensation for the employees. One of the things being looked at is the 81 approved allocations. VECC is operating around 68, which is critically low staffing. With a 20% turnover rate, it's difficult to bring people in, train them and have them turn over with high training costs. VECC needs to be competitive in the market as they are in the lower end of the market study. There has been discussion for a number of years that as UPD and VECC merge, there needs to be equalization of salaries. Starting salary at UPD vs. VECC is over a dollar in difference. Both agencies are under the market and it is essential that effort be made to bring up starting salaries and take care of compression. John is aware that this is one-time money. Making a commitment to increase compensation for the remainder of this year would require an increased ongoing commitment in future years. In looking at compensation for starting salaries and compression, it would cost right around \$250,000, the same amount John would have returned to the entities. Some of the other expenses John has requested includes professional standard achievement. The Fire Chiefs have tasked VECC with becoming accredited in EMD. In doing this, one thing John would like to offer a bonus to dispatchers when they become compliant and accredited. He would like to give them a dollar bonus (\$750) and then 6 months down the road, to maintain this accreditation, he would like to offer them another dollar bonus (\$500). John feels like things were cut back too far when Sandy left. He doesn't think anyone anticipated the number of calls that would be transferred. John feels he has to look for innovative ways to fill the seats. He would like to mirror what the agencies are doing and have dedicated on-call individuals so that there are people who would respond within 1 hour if there is a critical need.

John has requested \$65,000 for this. These are the personnel changes he is looking at. John also allocated some one-time money to additional equipment. There is \$166,000 for a DCC and the UPS. The DCC is the reverse 9-1-1 and the UPS is the Uninterrupted Power Supply. After these changes, it leaves \$360,000 that would go back into fund balance. This was approved through the Budget Committee and the Operations Board. After further discussion, John asked to schedule a public hearing and opening the budget in the November meeting.

Motion –

. . . by Chief Michael Jensen, to schedule a public hearing and open the budget at the November Board of Trustees Meeting; seconded by Randy Fitts; the motion carried unanimously.

John included with everything a resolution "Resolution T14-06" which authorizes John to expend \$65,000 to contract a public safety software and systems Consultant to perform the task detailed in the RFP, just sent out on September 15, 2014. Previously, the amount was \$60,000, but it was changed, due to receiving all of the proposals. The high proposal was \$64,800 and in case they are chosen, John wanted to be covered. The range is \$13,000 to \$64,800.

Motion –

. . . by Randy Fitts, to approve the resolution as written, but not to exceed \$65,000; seconded by Chief Michael Jensen; the motion carried unanimously.

EXECUTIVE DIRECTORS REPORT

When the budget was passed, it was discussed that Bluffdale has requested reconsideration of the reduction of their 9-1-1 fees. It will be included in the budget hearings next month, but Mark has requested that it be discussed again. Mark Reid commented that the Interlocal which was signed a year ago, there was a provision in it which talks about an entity being dispatched by two primary PSAP's. Bluffdale has contracted with Saratoga Springs for their Police needs, and they are dispatched out of Utah Valley Dispatch. All the 9-1-1 fees come into VECC. Police has substantially more calls than Fire or Medical. Both dispatch centers got together a few weeks ago and discussed Bluffdale and came up with the feeling that 50% of the fees should be collected by VECC and 50% should go to Utah Valley Dispatch. Mark is coming to the Board now to ask for support in this change. The total 9-1-1 fees are around \$54,000 yearly. Utah Valley requires them to send in the entire amount, so they are paying 100% of their fees to VECC and to Utah Valley at this time. Bluffdale's intent within the next 2 years is to have everything dispatched through VECC. He expects to have their own police department at that time, to be dispatched by VECC.

Motion –

. . . by Chief Michael Jensen, to approve reducing the 9-1-1 fees collected by VECC to 50%, seconded by Gary Whatcott; the motion carried unanimously.

On the RFP Consultant process, John asked them to bid 2 phases. The study of the consultant was expanded to include not only the CAD platform itself, but all public safety software that may be associated with it. In the Police Users Group, they asked for the consultant to look for an RMS system, and whether or not it would be valuable to have valley-wide. John feels this should be investigated. The RFP has asked the Consultant to look over a spectrum of things and come back with a menu, so that there is a complete and fully-loaded cost of the CAD and also a menu cost in case entities which to entertain this. The State 9-1-1 Committee has already been notified that there is a grant proposal to be paid for out of the reserved fund for CAD. The application will be submitted to the committee before the consultant is done with their analysis. John will also be asking for reimbursement on the \$65,000 for the consultant from the committee as well. The Consultant Committee consists of John Inch Morgan, Sheriff Jim Winder, Chief Doug Diamond, and Chief John Evans. UPD's Committee consists of Sgt. Mark Cryder, Mr. Lynn Pace, Mr. Scott Freitag and Chief Brian Dale. All of the consultants that John has seen seem to be competent. Chief Jensen asked why there was such disparity in the numbers. John feels that some really nailed what the specifications were in the RFP and others missed it. The cost of the consultant will be nothing in comparison to what the cost of the new CAD system will be. John believes that the contract will be awarded shortly after the committee meeting. The Consultant will have 60 days from the date of execution. The study should be done before the first of the year and then from this, the RFP will be put out.

Beth Todd reported that zulu dispatching is a pre-alert process for the fire departments, which has been tested, designed to get them the information that they have a call faster than what has been done before. The information collected from testing this will be reported to the Board of Operations next month. The fire roster is a way for each agency to let dispatch know daily which equipment is in service and who their on-call personnel are. There have been technical glitches with this but they are being worked through and testing is being done on this as well. John Inch Morgan commented that zulu dispatching was a 90-day trial where they have been comparing call out times before zulu and now. They are trying to cut down on response times as much as possible.

Priority Dispatch has released a new protocol 5.1 based on feedback given from our dispatchers, agencies and others. Priority Dispatch has been very responsive in the feedback. This new protocol reorders some questions and gives agencies flexibility to turn off questions if necessary. Gigi Smith agrees that they have been very responsive. The only caveat is that this is a beta release and they will be looking for feedback on it.

John mentioned that on October 10th, in order to increase overall staffing, VECC held an information meeting with 18 applicants. They get very frank information on what dispatch is. There are 13 individuals who signed up for the interview process.

Mark Whetsel mentioned that on October 23, 2014 at 10:00 a.m. for about 4-5 hours, VECC will be running on generator power. The UPS system is getting its routine annual maintenance. Also, Mark and members of the Viper Greater Wasatch Multi-Node phone system has been diligently working with CenturyLink and Intrado. They are very near rolling out text to 9-1-1. It will be a 4 to 6 month process. Once it is turned on, they have to go out and individually notify the cell phone carriers. They have to get their end turned on. It should roll out the end of March or the first of April and Mark will keep everyone informed.

VECC STRATEGIC PLANNING

John Inch Morgan commented that at the next Board of Operations meeting, they will be allocating 4 hours to go through this. John passed out a document at the last joint meeting and he asked everyone to look at the inclusion of recommendations that he has put together. It's been divided into three key sections, and John would like any input communicated to their Operation Board members.

BOARD OF TRUSTEES MEMBERS' REPORTS

No one had anything to report this month.

Next Board Meeting Date

The next meeting of the Board of is scheduled for November 13, 2014 at 2:30 p.m. where they will discuss the 2015 Board meeting schedule.

The meeting adjourned at 3:23 p.m.