

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
November 17, 2021 Meeting Minutes

MEMBERS PRESENT:

Mr. Dan Petersen – UFA, Chairman
Mr. Korban Lee – West Jordan, Vice-Chairman
Mr. David Dobbins – Draper
Mr. Doug Hill - Murray
Mr. Gary Whatcott – South Jordan
Mr. Kyle Kershaw – South Salt Lake
Mr. David Brickey - Riverton
Mr. Nathan Cherpeski - Herriman
Mr. Mark Reid – Bluffdale
Ms. Lisa Hartman - SLCo
Mr. Tim Tingey – Cottonwood Heights
Mr. Scott Harrington - Taylorsville
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. Troy Carr – Herriman
Mr. Derek Maxfield – West Jordan
Mr. Robbie Russo – Cottonwood Heights
Mr. Chad Pascua – Murray
Mr. John Evans – West Valley
Mr. Jon Harris – Murray
Ms. Colleen Jacobs – West Valley
Ms. Beth Todd – SLVECC
Ms. Andrea Partridge – SLVECC
Mr. Jonathan Bridges – SLVECC
Mr. Ryan Shosted – Riverton
Ms. Mary Bain – SLVECC
Mr. Chris Dawson – South Jordan
Mr. Brady Cottam – Taylorsville
Mr. Warren James – Bluffdale
Mr. John Crandall – Stifel
Ms. Laynie Markisich - Stifel
Mr. Brandon Johnson – Farnsworth & Johnson
Mr. Nick Brown – Guest

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.

Mr. Dan Petersen called the meeting to order at 2:02 p.m.

Dan Petersen: I'll entertain an approval of the October 20th Trustee minutes.

Jake Petersen: I'll make that motion to approve the October 20th Trustee Minutes.

Dan Petersen: All right, is there a second to the minutes?

Scott Harrington: I'll second it.

Dan Petersen: Okay. Unmute all those in favor of proving the minutes. Say aye.

Everyone: Aye.

APPROVAL OF OCTOBER 20, 2021 BOARD OF TRUSTEE MEETING MINUTES

Motion –

. . . by Mr. Jake Petersen, to approve the minutes of the October 20, 2021 Trustees meeting, the motion was seconded by Mr. Scott Harrington; the motion carried unanimously.

Dan Petersen: Okay to agenda item 3 public comments. Did we get anything online or anything that you have Scott for public comment?

PUBLIC COMMENTS

Scott Ruf: We haven't received any Chief.

Dan Petersen: Okay. Anybody here have any public comment? Hearing none. Move to agenda item 4 and turn it over to Scott for the update on capital projects and consideration of adopting a resolution authorizing the issuance of revenue bonds.

UPDATE – CAPITAL PROJECTS

Clint Jensen: [00:06:30] That you, Chad?

Tim Tingey: We haven't seen, or at least I haven't seen, an amortization schedule. But as far as if we go through this process and approve the bonds, the payment, can Scott or one of you talk a little bit about the payment? What's it's going to be roughly [00:07:00] over time and how we're going to cover that? I know we've discussed this last month, but just remind me how we're going to address that just to freshen my memory.

Clint Jensen: Tim, this is Clint. And when we proposed this last month, we looked at about a \$330,000 annual debt service. I've seen some preliminary numbers, looks like we're going to be within that amount, [00:07:30] 325 to \$330,000 annual debt service. That impact to your assessment was budgeted to be about 0.4%. So, that's what we're looking at on the ... With refinancing the debt, taking that previous debt service money, rolling it into this new debt. That's the impact.

Dan Petersen: But we physically won't know that until we see what the bid and what the rates come back at.

Clint Jensen: That's true. These [00:08:00] are just estimates that Steeple put together that said here's what it could look like if you were to amortize this over 20 years at X percent. And so it came up to what we were proposing and presented to you last month.

Dan Petersen: And with that, is there someone would like to make a motion to approve? This resolution isn't numbered, [00:08:30] but the resolution authorizing the issuance and sale of revenue bonds.

Scott Ruf: I can tack a number on it, chief, when we're done.

Wayne Pyle: Dan, I will make that motion to approve item, it'd be 4.1, right?

Dan Petersen: Yes.

David Brickey: I'll second that motion of 4.1.

Dan Petersen: [00:09:00] Okay. Let's do a roll call. Scott?

Scott Ruf: Chief Petersen, UFA.

Dan Petersen: Yes.

Scott Ruf: Mr. Lee, West Jordan.

Korbin Lee: Yes.

Scott Ruf: Mr. Dobbins, Draper.

David Dobbins: Yes.

Scott Ruf: Mr. Camp, Murray.

Blair Camp: Yes.

Scott Ruf: Mr. Whatcott, South Jordan.

Gary Whatcott: Yes.

Scott Ruf: Mr. Kershaw, South Salt Lake.

Kyle Kershaw: Yes.

Scott Ruf: Mr. Brickey, Riverton.

David Brickey: Yes.

Scott Ruf: Mr. Cherpeski, Herriman?

Nathan Cherpeski: Yes.

Scott Ruf: Mr. Reid, Bluffdale.

Mark Reid: Yes.

Scott Ruf: Deputy Mayor Hartman.

Lisa Hartman: Yes.

Scott Ruf: Mr. Tingey, Cottonwood Heights.

Tim Tingey: Yes.

Scott Ruf: Mr. Harrington, Taylorsville.

Scott Harrington: Yes.

Scott Ruf: Undersheriff Petersen.

Jake Petersen: Yes.

Scott Ruf: Mr. Pyle, West Valley.

Wayne Pyle: Yes.

Scott Ruf: Carries unanimous, Chief.

MOTION TO APPROVE BOND RESOLUTION

Motion –

. . . By Mr. Wayne Pyle, to approve item 4.1; the motion was seconded by Mr. David Brickey; the motion carried unanimously by roll call vote.

Clint Jensen: Did we lose the chief? Oh, there he is.

Dan Petersen: Great. Thank you, Clint, for your work already in [00:10:00] making this clear. It was Laney and John for being able to be here today and help us with the background on it and we'll plan then for the public hearing next month and then go from there after we see what kind of bidding process comes after you receive public comment. Okay. Thank you. [crosstalk 00:10:27]

Dan Petersen: Move to item 5.0 and turn this over to [00:10:30] Director Ruf on the performance and progress report.

VECC PERFORMANCE & PROGRESS REPORT

Scott Ruf: Thank you, Chief.

Scott Ruf: Can we all see the report? [crosstalk 00:10:54] So, we continue to see improvement. You'll notice in this month's performance and progress [00:11:00] report, I added a section of the report here on page two to just reaffirm the steps that VECC has taken over the last several months and the commitment from the board and the continued commitment from the board and they're an investment in VECC and maintaining our performance and our successes moving forward.

Scott Ruf: At a high level, it was just a quick update on pointing out we continue [00:11:30] to hire. We've had seven new starts. Last Monday, the eighth. I reiterated the change to compensation in July, just three weeks into our fiscal year, by the board of trustees and the impact there. We also wanted to point out that since July 1st, we've had hired 19 new employees, we retained 16 of those. A couple [00:12:00] just couldn't make it through training.

Scott Ruf: We did lose two employees to life events, but we've continued to stabilize our existing staff. And the attrition rate has really come down. We continue interview and test. We're looking to hire an additional 15 folks between now and the end of the year with a projected start in January and that should bring us just about to full staff on the operations side.

- Scott Ruf: And then I wanted to call out [00:12:30] the commitment by the board here to look at the renovation of the 911 centers, the dispatch floor, the amount of the investment in that capital project. And just a couple things to point out. The increase that that'll provide for the call taking and dispatching capacity to back the updates to technology, improving the work environment, and increasing the efficiencies and the better management and oversight of the ever-changing workloads and call volumes [00:13:00] as we answer and process and dispatch calls for service, which is in line with our overall mission and our performance overall.
- Scott Ruf: So going through, we'll get to the one page everyone usually jumps to. You'll see we continue to make slight improvements, about just under a percent in 15 seconds, and just about a half a percent in ... The 95% in 20 seconds or less. [00:13:30] So, we continued, I think since August and the new phone system, we've continued to make small increases in those percentages, but we really stabilized that rollercoaster that really bothered not only us, but the legislature and the folks that we're seeing this report.
- Scott Ruf: So, with our hiring and the changes in technology we'll continue to work towards meeting those standards of 95% [00:14:00] and 90% respectively in the call answer times. So, in the rest of the report, again is just we touch a little bit on the transfer rates. But again, this maintains fairly consistently. It's tied to the completion of the CAD project and then the CAD-to-CAD connectivity between us and DPS.
- Scott Ruf: And then finally the abandoned rate. And I continue to report on this because Senator Harper [00:14:30] many months ago brought this issue up. There is really no standard in the state. If you recall, we selected 11% as that seems to be about the state average. October, we're still sitting at 16. But we're continuing to see actually a significant improvement on abandons. And if you recall the abandoned rates, really why I'm sensitive to it, is many people just translate the abandoned 911s to be people getting frustrated [00:15:00] and hanging up. And there's so many other things that contribute to that number on the 911 phone system, the circuits, calls getting dropped, what we call ghost calls, presenting themselves to the system.
- Scott Ruf: So, it's not truly people hanging up because they're not getting service. There's a lot of things that go into that, misdials, and things like that. But as I'm monitoring it, we work with UCA and the phone vendor to fine tune some of this stuff that reports. And we're seeing [00:15:30] probably the number closer to that 10, 11, 12% number, which I think is where we're going to sit in moving forward.
- Scott Ruf: But that continues to be a moving target that necessarily VECC doesn't have a lot of control over. There's a lot of inputs there. But I still want to report on it to let them know we are watching it. We're trying a troubleshoot of what the issues are, because they are not because we're not answering the phone or people are getting frustrated. It's really [00:16:00] problems with the system and the network and just fine tuning those issues and how the data's getting reported. So, that's the report. Any comments, questions, ongoing concerns?
- Korban Lee: That 89% sure looks good, Scott, on the 15 seconds or less. Thank you. Thanks for the good work on it. Keep working on [00:16:30] it. It looks great. Thank you.
- Scott Ruf: We start reporting without the dental point and we'll be at the standard.
- Dan Petersen: Yeah. Scott, what is the statute measuring? Is it the 20 second mark?
- Scott Ruf: Yeah, it's the 20 seconds or less. 95%, 20 seconds or less.

- Dan Petersen: Okay. Okay. So yeah, we'll have to remember that. And I know that we're going to need to move our standard to that and make that our new target. [00:17:00] Just moving forward, we need to think about when we're ready to do that. Even if we want to drop off the 15 second measurement and only measure the 20, that'd be something you could ponder, Scott, on when it's the right time to shift.
- Scott Ruf: Yeah. I think, Chief, the time for that conversation in January when West Valley and South Salt Lake are finally on a single CAD. We'll have a single CAD; we'll have one phone system. And so we'll be removing some of those additional barriers up to two CAD systems for police [00:17:30] and fire for those cities and things like that.
- Scott Ruf: I did want to comment, make one comment on that last point, because I know this is very important to the Fire Departments. We're still working closely with Versaterm and their data to figure out the best way to capture the call processing times.
- Scott Ruf: I've worked with Captain Howard at West Valley. I know that Chief Peterson monitors this for UFA and his staff, [00:18:00] and their numbers are way out of alignment of ... It's showing 2, 3, 4 minutes to process calls for Fire and EMS. And in the example we would do with West Valley on priority one calls, their actual call processing time is 39 to 40 seconds.
- Scott Ruf: So, we know there's a problem in how the data's coming out of Versaterm. And once we figure that out, we'll be able to report on that. I'm just not comfortable because any number I put up there isn't [00:18:30] a number that I can substantiate. But I want you to know we are monitoring that and, in the conversations, the other day in west valley with the captain over what they measure, their call processing times are about 40 seconds on average.
- Scott Ruf: So, I think we're hitting the standard. We just need to be able to show it and you need to be able, in your systems, to be able to run that and show it and not take our words for meaning that number. But I think we're there. I just need to figure out how we can get the data clean [00:19:00] out of Versaterm to show that we're there.
- Dan Petersen: Okay. Very good. Any questions on the report? Okay. From here, this report gets sent on to various members of legislature and like indicated, it's good to see these numbers stabilizing and being solid the way they are. I do like the summary sheet in front that talks [00:19:30] about some of the recent progress for them to be able to see and be aware of.
- Wayne Pyle: Hey Dan, are you having any further inquiries from the legislators or?
- Dan Petersen: No, [crosstalk 00:19:42].
- Wayne Pyle: Either coincidental or planned?
- Dan Petersen: The last one I had was good to see the numbers up, but then complaining about the non-emergent response calls. And honestly, I shared back that that's not a measurement that I'm worried about because this is an emergent 911 center. [00:20:00] And I haven't had a call back since on that.
- Scott Ruf: And if I can Chief and Mr. Pyle and others, just for your information that Jake Dinsdale from the state legislative auditors, I always get that wrong. Anyway, the auditors, the legislative audit office. If you remember back in the spring, they were tasked by Speaker Wilson and President Adams to do a six-month check-in. I've spoken to Mr. [00:20:30] Dinsdale. He wanted to see a full two-month report following the phone

system. So, I've shared with him the reports that I ran to make sure they're in line with what he's seeing.

Scott Ruf: Chief Petersen, I should see, I would imagine in the next week or so, or right after Thanksgiving, an unembargoed legislative committee report. And my understanding from his office [00:21:00] is that they plan on the agenda and presenting what he hopes to be their final report regarding this audit on December 7th to the legislative committee on the hill. But I haven't heard anything since then.

Scott Ruf: And I also should have this week the report back from the consultant that UCA hired to come in and give us the once over back in August when they were here. We expect that [00:21:30] to be a very positive report, but that was due this week as well. And they promised to share that with us before they released it any further. But we anticipate that to really validate what we've been doing here at VECC, what the board has been doing. So, I think there's a lot of positives, but December 7th should be the last, at least in person, committee hearing we should have to go to, hopefully.

Dan Peterson: Great. Thank you. Move to agenda item six [00:22:00] on the CAD project update. Go ahead, move through 6-1 and 6-2.

CAD PROJECT UPDATE

Scott Ruf: Thanks, Chief. So, like I alluded to a few minutes ago, the CAD project overall is on track and on schedule. South Salt Lake and West Valley Police are both slated to go live on January 1st, 2022. Both of those jurisdictions have been really great to work with and really engaged in the process [00:22:30] to make sure it's successful.

Scott Ruf: So, when that happens on January 1st, we will have completed the project under the guidelines of the grant and a project that many of you started long before I ever stepped in the state. And we will be able to move forward and can continue to focus on VECC and its operations. We will bring the University of Utah board in 2022, but that's outside [00:23:00] the scope of the overall project or the grant. They're coming on as a new agency. You've already approved the agreement.

Scott Ruf: They will fund 100% of the costs associated with them joining and maintaining on that. So, again, thanks to Mr. Pyle and Mr. Kershaw for your team in both cities for their work and their commitment to make sure it's successful. It's been going really well. And the feedback [00:23:30] I've been getting has been really great. So, we're looking forward to that in January.

Scott Ruf: Continuing on, you recall we've been talking the past couple of meetings over the cloud solution and the support by both the fire and police operations boards, and really the necessity to move forward, to provide the redundancy and the failover for issues we've had with Salt Lake City. Last month, we've talked about [00:24:00] the proposal we received from Versaterm.

Scott Ruf: Out the proposal we received from Versaterm. We've provided a one-page summary or memo here of what the impact would be. And we really are looking for action today to move this forward. We really need to get permission. I've talked to Salt Lake City yesterday, and again, this morning. They have green lighted their approval to move forward and have committed to their portion of the funding to get this done. So [00:24:30] in the memorandum of the packet, kind of an overview of where we were at, how we got here, the migration of the cloud is supported across the board. And it really provides us at everything we need moving forward for the security, the redundancy, and the failover and the continuity of operations. When those things

happen, whether they be controlled or by accident. I'm going to defer to Deputy Director Jensen on kind of touching [00:25:00] on the finances of how in the memo we address the overall percentage.

Scott Ruf: As in relation to the increase to the member assessment. There is a second memo. I guess, let me touch on it now, and then I'll turn it over to Deputy Jensen. If you recall, early on, there was an agreement that under the grant and under the mission of VECC we would encumber under normal operations [00:25:30] and member assessments. Everything related to delivering the 911 call for a service to the agency. So that encompasses CAD and MDT and RMS. Would be reimburse directly as an add on to the assessments by the law enforcement agencies. Since they're the ones that use the RMS and the MRA and the E-ticketing and all the other components of Versaterm. [00:26:00] So there is a second memo tied to the vCloud solution. And we broke it out so you could see what the impacts are going to be for the police departments as a onetime cost in fiscal 23.

Scott Ruf: As you recall, we've already talked to Versaterm, they've agreed to push any invoicing to the next budget cycle. So, you'll see the one time us and projected police costs related to the RMS [00:26:30] ongoing support and managed services, which would be encumbered in this moving forward. So, with that, I will turn it over to, to deputy director Jensen to touch on the financials. And then we can ask, answer any questions anyone might have.

Clint Jensen: Yeah, thanks Scott. So just to at the bottom of the memo, that talks about a 3.4% increase to the member assessments. So, if we're looking at just fiscal year 23. That's what you would expect [00:27:00] in additional assessment to move forward with the vCloud. Now that's a little bit still flexible because we have the RMS piece that's included in that as far as the one-time cost. So be understanding of that as we refine these numbers. We also thought maybe we ought to look ahead a little bit and see what other things are on the horizon.

Clint Jensen: We've been talking about [00:27:30] new debt, that's going to increase assessments by nearly a half a percent, 0.4%. We got 3.4% here. So, these are known numbers. There are a lot of unknown numbers. Scott and I have had a lot of conversation about what that might include as it relates to personnel costs and insurance. And some of the other things that we might anticipate also looking at potential savings. So that number is still very [00:28:00] fluid. And it's something that as we get into our finance committee meetings. Probably starting as early as January, February, we'll be able to maybe zero in on these a little bit more. But know that there's more discussion to come as it relates to some of these other things.

Clint Jensen: I don't think we can ignore cost of living. I think year to date, we're talking about a 6.2% cost of living. How that's going to impact our wages, who knows? [00:28:30] But I think we just need to keep all these things in mind as we're moving forward. The second memo, certainly it lines out the additional cost for RMS you're currently paying a fair amount of that. There are additional costs to have it on the cloud. So those will be for police agencies. You'll need to consider that. So, with that chief back to you with any questions, that might come up.

Dan Petersen: In the 3.4, [00:29:00] for fiscal 23, what's the dollar amount for the one time? And what's the dollar amount for annual?

Clint Jensen: Dollar amount for the one. Time is our share of it is 190,000 for one time. Moving forward, the annual maintenance is an additional 136,000 and some change.

- Dan Petersen: So then in year one, it's the 3.4 is the combination of 190 plus 136.
- Clint Jensen: [00:29:30] That's correct.
- Dan Petersen: And year two, then probably around 140, with increases.
- Clint Jensen: That's reasonable. Yes.
- Dan Petersen: So, we would see a smaller increase in the year two, but 190 is one time cost for us to move forward.
- Clint Jensen: That's right.
- Dan Petersen: And, and I think the discussion here is really key that this is one of the items that the finance committee is going to look at moving forward. [00:30:00] Wages, insurance, other issues are going to still be there. But some of the dialogue that we've heard for all of us recently is to make sure that the move to the cloud gives us the stability that many of us want to have. And I think the question on the table today is we need to move forward on it. The cost doesn't embed to us until next fiscal year. But moving this forward now says, [00:30:30] it's the one of the highest priorities for next year's budget. To make sure it fits, which is going to be roughly 3.4% increase for us to cover that first-year cost. Is that an accurate statement? Clint? Scott?
- Scott Ruf: Yeah. Good summary. Yep.
- Dan Petersen: So, with that, let's talk about our, our readiness now to consider this proposal. And I think it's also important that [00:31:00] those with law enforcement agencies understand what that means to you as well. Which that chart should show. So, let's open this up for whoever wants to speak.
- Dan Petersen: (silence).
- Dan Petersen: Corbin?
- Korban Lee: Can I ask you a question, Clint, or Scott? The [00:31:30] instances recently where the servers went down and the system went down as a result, highlighted the need to either be on the cloud or have the redundancy. In your memo, you talk about how we didn't do the redundancy initially. Is going to the cloud more of cost effective than doing the redundancy with the local servers and just having backup local servers? Or is going to the cloud, it'll cost [00:32:00] more, but it's a far superior stable, redundant solution. Can you elaborate on that and talk about the cost benefit of those two alternatives?
- Scott Ruf: So, you would have locally for Prem, equipment you would have the one-time cost to build out that in infrastructure. And then you would have to pay to support that moving forward. What's encumbered here in this, in the cloud solution from first time is [00:32:30] not only moving everything to the cloud. It includes all the managed services. So that takes the burden off all of our agencies back in Salt Lake City and your agencies locally to manage anything locally. They manage all the servers in the cloud, virtually they manage all the updates, they manage all the security. Now we locally still have to manage our connections and our firewalls. But we need to do that anyway, [00:33:00] as part of our bigger networks within our jurisdictions, our municipalities, or organizations. But it's, it's safer. It's more robust. It's highly scalable. And it removes the management of all these services to be managed by Versatarm and their staff. Does that help answer your question?

Dan Petersen: So, if I'm summarizing, what I heard. You're saying, it's, it's [00:33:30] safer to go to the cloud. And over time, because we're managing less servers internally, it will help us and Salt Lake to manage our long-term IT costs. Is that correct?

Scott Ruf: Correct. If you have people dedicated, at vet here. I wouldn't necessarily have to hire somebody to manage all those servers and that equipment here because it's being managed by, by Versaterm. And that's why I think those ongoing costs increase [00:34:00] in the manner that they did is because we're really removing the local management and oversight security and all those other things. Under Versaterm's umbrella using the AWS GovCloud. And they meet all the federal and state standards for security and encryption all those things. And then we're not replacing equipment and servers and keeping contracts to support that stuff locally in [00:34:30] perpetuity. In essence.

Korban Lee: Thank you, Scott.

Dan Petersen: Anyone else want to ask a few questions? Get clarity.

CONSIDERATION TO MOVE TO THE VERSATERM V CLOUD SOLUTION

Dan Petersen: So, if we move to 7.0, it's consideration of the move to the Versaterm [00:35:00] Cloud. I'm looking for a motion to authorize Scott to move forward with the Cloud. Based on what's been identified here in the two memos and the chart. That would increase our member fee next year for all of us, and then increase the cost to manage the law enforcement RMS based on the chart. Is there or motion to authorize [00:35:30] this move?

Gary Whatcott: Mr. Chair, this Gary I'll make a motion that we do that.

Dan Petersen: Is there a second?

Tim Tingey: This is Tim. I will second that.

Motion -

. . . by Mr. Gary Whatcott, to authorize Scott Ruf to move to the Versaterm vCloud; the motion was seconded by Mr. Jake Petersen; the motion carried unanimously by roll call vote.

Dan Petersen: Any discussion before we call for a roll call? Okay. Let's do a roll call. Scott.

Scott Ruf: Chief Peterson, UFA.

Dan Petersen: Yes.

Scott Ruf: Mr. Lee, West Jordan.

Korban Lee: [00:36:00] I don't love it. It feels expensive, but I think we have to do it. Yes.

Scott Ruf: Mr. Dobbins, Draper.

David Dobbins: Yes.

Scott Ruf: Mr. Camp, Murray.

Blair Camp: Yes.

Scott Ruf: Mr. Whatcott, South Jordan.

Gary Whatcott: Yes.

Scott Ruf: Mr. Kershaw, South Salt Lake.

Kyle Kershaw: Yes.

Scott: Mr. Brickey, Riverton.

David Brickey: Yes.

Scott Ruf: Mr. Cherpeski, Herriman.

Nathan Cherpeski: Yes.

Scott Ruf: Mr. Reid, Bluffdale.

Mark Reid: Yes.

Scott Ruf: Deputy Mayor Hartman.

Lisa Hartman: Yes.

Scott Ruf: Mr. Tingey, Cottonwood Heights.

Tim Tingey: [00:36:30] Yes.

Scott Ruf: Mr. Harrington, Taylorsville.

Scott Harrington: Yes.

Scott Ruf: Undersheriff Petersen.

Jake Petersen: Yes.

Scott Ruf: And Mr. Pyle, West Valley.

Wayne Pyle: Oh, sorry. Yes. I was muted.

Scott Ruf: Okay. Chief. It was unanimous by those present.

OPERATIONS BOARDS BYLAWS FOLLOW-UP

Dan Petersen: All right. Great. Thank you. Good work on making this a nice, clear, crisp report [00:37:00] for us to consider. I think we all understand what that means. And I do like Korbin's summation the best. Don't like to see the numbers, but no, we really need to move this forward. On eight oh operations board as follow up. This is in the same spot. It was last month. I give the, the fire employees one more month to make sure they don't have any issues before I bring it back to this group. And [00:37:30] then you'll get a chance to see. I don't want the changes that we're proposing to run a follow with where the fire and law want to be before we get a chance to consider what it does for us. So, watch for that. And then we should have that on the agenda next month.

99.9% of the work is done. We're just making sure there's not any other issues for the operations board. We'll start Chief Maxfield for Fire.

OPERATIONS BOARD

Derek Maxfield: [00:38:00] Thanks Chief. We met last week. It was a really brief meeting. And I think most of the items that were discussed have been brought up already in this meeting. The one thing that we did just kind of wrap up was combining the board up contracts into one list. Originally Salt Lake City had a list for board up contracts, a rotation and Beck had a separate one. Now that we're on the same CAD, we've all got [00:38:30] on the same list, which will help streamline that process. And then the only other thing of note was that my term as chair will be ending at the end of the year. So Chief Addison will be taking over as the chair and Chief Dawson from South Jordan was nominated as the Vice Chair and, and voted in. That's it.

Dan Petersen: Thanks very much Chief. Chief Carr police law.

Troy Carr: Thank you, Mr. Chair. As [00:39:00] Chief Maxfield pointed out, most everything has been discussed and, and well said by director [inaudible 00:39:09]. We did talk about policy approvals that I brought up to this board last time. One was use of alert tones. Another was agency ride along, and the third was off duty. Officer weapon, discharge, all three were passed out of police ops boards. Unanimously. We talked about a response channel for police like fire hazard. So that when we have an event and we have many units that are operating within that hot zone, that we don't have responding units on that frequency as well. There is a frequency available for that. We're going to dig a little bit deeper into that and come up with an answer as to how we use that, that has been explored in the past. We're just going to kind revive that process. And like Chief Maxfield pointed out. My term is ending. Chief Burnett from Murray will be taking over as chair and the new elected vice chair is Chief Robbie Russo. That's it.

Dan Petersen: [00:40:00] Great. Thank you very much. Thank you. Item 10 directors report moved to you Scott.

DIRECTOR'S REPORT

Scott Ruf: Thank you. I think we've covered a lot already in, in the other items on the agenda. I kind of touched on 10-1, the recruitment and retention. And the compensation plan follow up that the board asked me to keep track of [00:40:30] and report on. I've included that information in the progress report. We're going to disseminate here following this meeting to the legislator and legislative folks and this board. We think we finally turned the corner. People are making appointments and showing up for their testing and interviews. So, we've been in a good place, at least we're not getting ghosted if you will, by people just doing applications and then not calling, not showing up for [00:41:00] things. Like I said, we had seven individuals start on November 8th, that we did some more interviews yesterday. I don't know if there's interviews again next week, maybe, or maybe not with the holiday. But we're looking to bring on another, at least eight to 10 folks, if not by the end of the year, right after the new year.

Scott Ruf: And other than the two individuals that left, one was only here for not even a year, [00:41:30] they're moving out of state. And I have to give respect people that do this. They just got burnt out and just didn't want to be in this business anymore. But other than that, people have been excited with the things we continue to do. I know they're excited about the capital project upcoming. Hopefully we get to see that through to completion. So, I think we're in a really [00:42:00] good place. The other thing with the stability and the folks that have been here is we've been able to do a lot of cross

training. So, we've been training, a lot of call takers that want to learn to be dispatchers. We always start them on police first. So, we've been cross training call takers on police channels, and they have gradually in drips and drabs have been signed off to work police in addition to their call taking duties.

Scott Ruf: And likewise, from folks that have done police for a long [00:42:30] time that wanted to learn fire rescue, we've been cross training our folks on fire and rescue as well. So, all those things give us a lot more flexibility moving forward. And to deploy our resources around the center based on activities. And we've kind of broken that old mold where, you're either a call taker, you're a police dispatcher, you're a five dispatcher. We're really working towards that mission and goal that I have of, you work here. We need to train you to [00:43:00] do everything on the floor. And really have a dynamic workforce. That goes back to the support this board gave us for the salary steps. In freezing people at different levels to provide incentives, to move forward and things like that.

Scott Ruf: With the move from Spillman to Versaterm, from a staffing perspective. Even though it's just West Valley and South Salt Lake still on Stillman, that really ties up for dispatchers for [00:43:30] the way we need to staff. That number would come down as we shut Spillman down, deploy the regional service and request channels. So, I think there's a lot of things in the coming months with the elimination of the old CAD system, to the single CAD system, that'll continue to provide us flexibility within the dispatch. To serve the needs of our agencies. And it'll also allow us to stop when we get busy. [00:44:00] And I know this is a frustration from a lot of the police departments. When we start to consolidate channels due to staffing issues. When you're paying for those services, we should have a dispatcher to provide those services.

Scott Ruf: So that just increases our ability to stop all the need to do that depending on varying times of the day or night. Or depending on what things are going on. So again, I think we're in a good place. We continue to hire and retain, and that goes a long way with the support we continue to get [00:44:30] from the board. And the commitment from the folks that work here and their enthusiasm to be part of everything we're doing. I think we're in a good place here. If there's no comments or questions Chief, you want me to just keep on moving? 10.2, we provided a memo in your packet to move forward with, not a policy change, but a onetime [00:45:00] offer of some retirement incentives to allow us to continue ongoing evaluate of VECC. Operationally, administratively, and in restructuring the agency where we see we can make gains and changes.

Scott Ruf: I know it's difficult, to Mr. Lee's point about the cost for moving to the cloud. But those decisions really [00:45:30] feed into our assessment of what we are as far as personnel here and services and needs of the agency. And as we look at that, we have some individuals that have really been here for a long time 30 to, in one case, I think she's in her 40th or about to start 41st year of service between UPD and VECC. And, and we want to be able to offer an incentive that is in line with our restructuring. But also allow [00:46:00] those individuals that have dedicated their good part of their adult lives to VECC and our communities, to be allowed to go into that next chapter retire. And provide a little bit of a safety net with things like health insurance and payout and compensation.

Scott Ruf: We have five individuals that fall into that category. Again, it's not a policy change. This is a one time now ask. [00:46:30] But a tool you we could possibly use again, many years down the road, if it's deemed necessary. I'll defer to Deputy Director Jensen to kind of talk about the finances and the impacts. But in short to this fiscal year, it's really net neutral, maybe a slight savings to VECC in the 50 to \$60,000 range. But really over the next four to six years, four or five years, [00:47:00] and overall savings of over a million dollars, including the elimination of QFTEs. So with that, I'll turn it over to

Deputy Director Jensen to fill in any of those blanks and then open it up for any comments or questions the board may have concerning this issue.

- Clint Jensen: Thanks, Scott. I think the one thing to make sure we're aware of. It was a concern we had as far as the impact on our insurance premiums and our Mod rate. We have spoken with the folks at [00:47:30] Gallagher, they're our insurance broker for our health insurance. The way we had structured this really minimizes any impact because of the narrow band of individuals that would qualify, the likelihood that these individuals would continue to be with us anyway, for a period, we're not seeing this. And they agree that there's really no impact. We're not going to be carrying 20 employees for [00:48:00] many years on this plan. So we're not seeing any financial.
- Clint Jensen: Many years on this plan. So we're not seeing any financial impact there. And as, as Scott mentioned, we're, we're looking at probably a neutral to maybe a little bit of a savings, depending on the timing of these individuals' retirement. If they did it on January one, the savings would be greater. If they choose to go later in the year, then of course those savings are going to drop down. But, at the end of the day, that's going to be kind of a net zero gain for this fiscal [00:48:30] year, but going forward, there's some significant savings with those two FTE's that we would be eliminating. So with that back you Scott, chief, and on who wants to take it
- Dan Petersen: In the... a question just for me relating to the four to six years, 1.15 you're anticipating that based on the transition of you and your restructure plan, am I saying...are you saying around [00:49:00] 200 to 230,000 a year savings once you implement the full restructure?
- Scott Ruf: Yes.
- Clint Jensen: Yep. With... Yes.
- Dan Petersen: Okay. Okay. Any discussion question on this item? Because in 11-O, we'll consider approving these incentives based on how he's outlined them.
- Wayne Pyle: Yeah. [00:49:30] Dan, I had just one question just for clarification on cost. So Clint, Scott, you guys are saying that on a net basis at least year to year, there's no real discernible cost of this. We're just net in a savings position.
- Clint Jensen: That is correct.
- Wayne Pyle: Okay. The other comment I'd have is we have implemented retirement incentive plans, very, very similar to this in the past. And they did [00:50:00] prove to accomplish the goal that we were looking for, which was to enable those who wanted to retire to retire at a minimal cost to the city. I'll also say that it really did not have any impact on our health insurance modifier. So that also proved out to be true, for what it's worth.
- Clint Jensen: I see a second hand up. So I apologize. I can't see who that is.
- Dan Petersen: Oh, Kyle. I can see that.
- Clint Jensen: Oh, okay. I can't see. Thank you, chief.
- Kyle Kershaw: Thanks. Yeah, [00:50:30] on the... would these individuals still make their contribution towards the entire premium or is VECC picking up the entire monthly premium?

- Clint Jensen: I think we were anticipating we would pay the entire premium, is that right?
- Scott Ruf: Right. And then we would use some of their bank time to offset those costs. So we would convert, like, sick time and apply it towards their medical premiums.
- Kyle Kershaw: So, rather than [00:51:00] getting a cash-out for some accrued sick leave, you're going to retain it to pay their portion-
- Scott Ruf: Yeah. Some of it.
- Kyle Kershaw: Of the medical premium up until they hit 65. Is that the plan?
- Clint Jensen: Yes.
- Scott Ruf: Yes. I mean there's still going to be a payout with vacation and some old PTO and some sick time and we have one or two in... I think we have one or [00:51:30] two individuals that don't take the health insurance. So there's other conversations there, but, yes, in short that's correct, Mr. Kershaw.
- Kyle Kershaw: Then just one other question for Scott Young, I know on something like this, we call it one time, but what are the safeguards that if... Let's say there's somebody out there at 29 years, so to speak, and next [00:52:00] year they want to access this same incentive. What are the safeguards that this isn't setting a precedent and anybody that hits 30 years is going to be able to access this incentive?
- Scott Young: The safeguard is in the motion that the board passes. So if we limit it and say, this is a one-time deal, [00:52:30] it's based on the current economic circumstances, there is no... There should be no expectation that this will be offered in the future. That's how we safeguard it. I'd word it maybe a little bit differently. That last part. But we established that in the motion that is voted on and passed by the board.
- Kyle Kershaw: Okay. Thanks.
- Dan Petersen: I think to comment on that, [00:53:00] even if we simply, Scott said... one time and done concurrently with a restructure plan would even be a clean way to make sure every... it's... There's clarity in the fact that it is a one-time offer.
- Scott Young: I agree.
- Korbin Lee: Yeah. I'd like that. If we go forward with this, I'd like that in there especially because this only works... It's only beneficial to the center with the [00:53:30] restructure and the reduction in FTEs because of the restructure.
- Scott Young: Yeah. I think that part of the motion is to recognize that there's an economic basis for this one time offering and that it is in the interest of the entity.
- Clint Jensen: I think Mr. Harrington as his hand up chief.
- Dan Petersen: Yes. Go ahead.
- Scott Harrington: I do. A question just [00:54:00] on these potential employees that are looking at retiring, how long are they going to be on VECCs insurance until they can go on social security? What's the average?

- Clint Jensen: So, two of those employees, you're looking about three years; one of them, maybe about six years. One of the employees does not currently utilize the health insurance. And then the fifth one, I believe, was another four years or something like, like [00:54:30] that.
- Scott Harrington: Okay. And then of those, we rehire three positions and be down to net two.
- Clint Jensen: That's the plan? Yes.
- Scott Harrington: Okay. Thank you.
- Scott Ruf: I think that one of the positions gets eliminated, so there's no rehire on the back end. So, the two operations positions with backfill at a lower end, the other three positions are tied to the restructure, and that's where we'll realize the elimination of the FTE's.
- Scott Harrington: All right. Thank you. That answers [00:55:00] my questions.
- Dan Petersen: Wayne, did you have another?
- Wayne Pyle: Yes. Thanks Dan. Just quick one. How long are we planning on leaving the window for this offer open?
- Clint Jensen: So I... our... my intent, depending on today, was they have until around right before Christmas of this year and they must retire before the end of the fiscal year. So they must, they have to [00:55:30] commit-
- Wayne Pyle: Make the decision and declare a date by the end of the year?
- Clint Jensen: Yeah, they have, yeah. They must commit to take advantage of the incentive and they have to declare a date before June 30th, 2022 for this fiscal year.
- Wayne Pyle: Okay. Okay, I'm good.

CONSIDERATION OF VECC RETIREMENT INCENTIVES

- Dan Petersen: Okay. Any other questions? Okay. If you look at the memo at the bottom of the first paragraph, I think there's good language there for someone to propose a motion. [00:56:00] And I don't know if we need to add the part just now, Wayne, that you identified where notice us by the end of the year with full retirement by the end of the fiscal? That could be easily added into the motion, but would someone like to entertain a motion to approve this?
- Korban Lee: I'll try chief. I make a motion that we approve... allow [00:56:30] executive director Scott Ruf to offer a one-time retirement incentive to VEC employees, that this is not a requested change to existing VEC policies, but rather the approval by the board would be to allow this one-time retirement incentive to five identified qualified employees. And that this one-time retirement incentive is part of a restructuring plan in [00:57:00] which the overall staffing of the center is reduced. And that this one-time retirement incentive expires at the end of the current fiscal year. The end of fiscal year FY 22.

Motion –

. . . by Mr. Korban Lee; to allow Executive Director Scott Ruf to offer a one-time retirement incentive to the five identified qualified VECC Employees, as part of a restructuring plan to reduce overall staffing of the center. It will expire at the end of the

current fiscal year; the motion was seconded by Mr. David Brickey; the motion carried unanimously by roll call vote.

Dan Petersen: Okay. Is there a second.

David Brickey: I second Korban's. This is David Brickey from Riverton.

Dan Petersen: Okay. And a roll call, please.

Scott Ruf: Chief Petersen, UFA?

Dan Petersen: Yes.

Scott Ruf: Mr. Lee, West Jordan?

Korbin Lee: Yes.

Scott Ruf: Mr. Dobbins, Draper?

David Dobbins: Yes.

Scott Ruf: Mr. Camp, Murray?

Blair Camp: Yes.

Scott Ruf: Mr. Whatcott, South Jordan?

Gary Whatcott: Yes.

Scott: Mr. Kershaw, South Salk Lake?

Kyle Kershaw: Yes.

Scott: Mr. Brickey, Riverton?

David Brickey: Yes.

Scott: Mr. Cherpeski, Herriman?

Nathan Cherpeski: Yes.

Scott Ruf: Mr. Reid, Bluffdale?

Mark Reid: Yes.

Scott Ruf: Deputy Mayor Hartman?

Lisa Hartman: Yes.

Scott Ruf: Mr. Tingey, Cottonwood Heights?

Tim Tingey: Yes.

Scott Ruf: Mr. Harrington, Taylorsville?

Scott Harrington: [00:58:00] Yes.

Scott Ruf: Undersheriff Petersen?

Jake Petersen: Yes.

Scott Ruf: Mr. Pyle, West Valley?

Wayne Pyle: Yes.

Scott Ruf: Chief, it's unanimous by those present.

Dan Petersen: Great. Thank you, and thank you, for again, packaging that up well for us to walk through. Next, item twelve finance director's report.

FINANCE DIRECTOR'S REPORT

Clint Jensen: In the packet's a finance report. Do you have that on?

Scott Ruf: Yeah, I have it. Hold on a second.

Clint Jensen: Scott will bring it up here. Just wanted to point out a [00:58:30] couple of things on this report.

Scott Ruf: Somewhere. There it is.

Clint Jensen: So, nothing new in the revenue side, but on the expense side you'll see that our personnel costs are running a little bit behind what you expect them to be this time of year; but we'll make up for that in December. We have three pay periods in December so I think that will probably bring us closer to be in line with what we would expect. [00:59:00] On the administrative expenses, one of the things... maybe Scott, just scroll down this a little bit.

Scott Ruf: I don't know where... okay, here we go.

Clint Jensen: Right on the administrative. Yep. So, on the travel and training at the bottom of your screen there, you'll see that one's running a little bit ahead.

Clint Jensen: Just wanted to touch on that. We're doing a leadership training course here in the center and that expense to do that leadership training is included in that training budget. [00:59:30] That's why that one's running a little ahead of what we might expect. The others that are running ahead, I think we've already talked about the previous months. So, unless there's any questions on that, I'll move forward to the cash flow statement.

Scott Ruf: They're all in the same document, right?

Clint Jensen: Yep. Cashflow statement shows we have money in the accounts totaling about 1.3 million. Since that time, we have had two payrolls and so that's taken a big bite out of those balances. [01:00:00] Just so you're aware, I would like to send out the assessment billings either tomorrow or early next week. We're getting to that point in the fiscal year where cash flow gets really tight and if we could send those out and if some of you entities, especially the bigger entities, could expedite those payments to

us that would be helpful. Especially since we have three pay periods in December, that would help us with our cash flow. [01:00:30] And just so you know, will be coming so be watching for those. And then the last couple pages would be the check register. And I'd be happy to answer any questions you might have.

Wayne Pyle: Hey, Clint. More just of a thought in mind, we're one of those entities that sometimes is relied upon to help with the cash flow situation. We're glad to do that and on this [01:01:00] time as well and make sure we see and move that billing through a little quicker. The question I had was more the second half of the year, when this also becomes an issue you in the summer, sometimes around the end of June, beginning of the new fiscal year, which we also want to help with, but sometimes we have a book closing issue, not necessarily cashflow issue, which makes it difficult for us to do that. Do you have any ideas or have you thought [01:01:30] since then, about ways to avoid that so we could still help or is it not even an issue except for us?

Clint Jensen: So, the first half of the year is really heavy on expenses. We pay a million dollars to Versaterm for software maintenance. We had two months where we had three pay periods. So those things really hit us big this year. We hope as we move down the road this becomes less of an issue. We're maybe having conversations [01:02:00] with Versaterm. Maybe they can help us in billing that differently.

Scott Ruf: Yeah. On that issue, I'm engaging Versaterm to either bill us quarterly or semi-annually to take that burden off the beginning of the fiscal year for that. Especially now with the move to the cloud, that's going to be a real... that's going to be about a 1.5 million hit before we recoup all the funds. So yeah, I'm already engaged [01:02:30] with versa term to bust that invoice apart and allow us to pay it throughout the fiscal year instead of all at once.

Scott Ruf: So, hopefully that'll help mitigate or free up at least a half a million plus dollars.

Clint Jensen: That'll help. I think the other thing too, we've looked or at least had discussions, we haven't done anything formally, on possibly a line of credit that could get us through. Especially, we recognize most of you are on the same fiscal year we're on and so there is a book closing type of challenge there. Before we jump onto [01:03:00] that, we would certainly bring that back to you, but we hope that over time with good fiscal management, we can build a little bit of a working cap, if you will, in the account. So we're not doing this chasing the money every time December and June rolls around.

Wayne Pyle: Okay.

Dan Petersen: Yeah, it's a good time for an anticipation note, but I do think, over [01:03:30] time, we slowly build up our fund balance will protect us significantly better. It's just going to take years for us to get to a level we want. And we as a board and through the budget... next year's budget process may want to identify a target and a commitment over years to get to a certain amount of fund balance percentage of the budget. I think that would stop us from worrying so much about making payroll in a month. [01:04:00] If we can build that up and would prepare us for unexpected emergencies that might come up, like most of us have done in our own organizations in that manner. Other components, Clint, for your report.

Clint Jensen: That's it Chief. Thanks.

CLOSED SESSION

- Dan Petersen: We do have a short, closed session to move to. So we will... I'll need a motion [01:04:30] to move to closed session using the strategy sessions to discuss pending or reasonably imminent litigation.
- Dan Petersen: Nobody wants to go.
- Korban Lee: I'll make a motion to move to close session to discuss pending a reasonably imminent litigation.
- Wayne Pyle: I'll second the motion.

Motion –

. . . by Mr. Korbin Lee, to move to closed session to discuss pending a reasonably imminent litigation; the motion was seconded by Mr. Wayne Pyle; the motion carried unanimously by roll call vote.

- Dan Petersen: OK. [01:05:00] Roll call.
- Scott Ruf: Chief Petersen? UFA.
- Dan Petersen: Yes.
- Scott Ruf: Mr. Lee, West Jordan?
- Korban Lee: Yes.
- Scott Ruf: Mr. Dobbins, Draper.
- David Dobbins: Yes.
- Scott Ruf: Mr. Camp, Murray?
- Blair Camp: Yes.
- Scott Ruf: Mr. Whatcott, South Jordan?
- Gary Whatcott: Yes.
- Scott Ruf: Mr. Kershaw, South Salt Lake?
- Kyle Kershaw: Yes.
- Scott Ruf: Mr. Brickey, Riverton?
- David Brickey: Yes.
- Scott Ruf: Mr. Cherpeski, Herriman?
- Nathan Cherpeski: Yes.
- Scott Ruf: Deputy Mayor Hartman?

Lisa Hartman: Yes.

Scott Ruf: Mr. Tingey, Cottonwood Heights?

Tim Tingey: Yes.

Scott Ruf: Mr. Harrington, Taylorsville?

Scott Harrington: [01:05:30] Yes.

Scott Ruf: Undersheriff Petersen?

Jake Petersen: Yes.

Scott Ruf: And Mr. Pyle, West Valley?

Wayne Pyle: Yes.

The meeting went into a closed session at 3:09 p.m.

Dan Petersen: With that, I entertain a motion to come out of closed session.

Korban Lee: I'll make a motion to come out of closed session, Chief.

Mark Reid: I'll second it.

Motion -

. . . By Mr. Korban Lee, to reopen the public meeting; the motion was seconded by Mr. Mark Reid; the motion carried unanimously by roll call vote.

Scott Ruf: Roll call for that. Chief Petersen, UFA.

Dan Petersen: Yes.

Scott Ruff: [01:34:00] Mr. Lee, West Jordan.

Korban Lee: Yes.

Scott Ruf: Mr. Dobbins, Draper.

David Dobbins: Yes.

Scott Ruf: Mr. Camp, Murray.

Blair Camp: Yes.

Scott Ruf: Mr. Kershaw, South Salt Lake.

Kyle Kershaw: Yes.

Scott Ruf: Mr. Brickey, Riverton.

David Brickey: Yes.

Scott Ruf: Nathan Cherpeski, Herriman.

Nathan Cherpeski: Yes.

Scott Ruf: Reid, Bluffdale

Mark Reid: Yes.

Scott Ruf: Deputy Mayor Hartman

Lisa Hartman: Yes.

Scott Ruf: Tingey, Cottonwood Heights.

Tim Tingey: Yes.

Scott Ruf: Harrington, Taylorsville.

Scott Harrington: Yes.

Scott Ruf: Undersheriff Petersen.

Jake Petersen: Yes.

Scott Ruf: And Mr. Pyle, West Valley.

Wayne Pyle: Yes.

Dan Petersen: Is there anybody in the waiting room?

Scott Ruf: Just one and she's back in. Yep. We're good, chief.

Dan Petersen: Okay. Very good. Public meeting is reopened, and I'll move to agenda item 15. Entertain a motion to adjourn.

Korban Lee: We move to adjourn.

Nathan Cherpeski: Second.

There was nothing more to discuss at this meeting.

The meeting adjourned at 4:00 p.m.