

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING *November 19, 2020 Meeting Minutes*

MEMBERS PRESENT:

Mr. Dan Petersen – UFA, Chairman
Mr. David Dobbins – Draper
Mr. Doug Hill - Murray
Mr. Gary Whatcott – South Jordan
Mr. Kane Loader – Midvale
Mr. Kyle Kershaw – South Salt Lake
Mr. David Brickey - Riverton
Ms. Wendy Thomas - Herriman
Mr. Mark Reid - Bluffdale
Mr. Tim Tingey – Cottonwood Heights
Mr. Jake Petersen – UPD
Mr. Wayne Pyle – West Valley City

MEMBERS ABSENT:

Mr. Korban Lee – West Jordan, Vice-Chairman
Mr. Mike Reberg - SLCO
Mr. Mike Morey - Alta
Ms. Gina Chamness – Holladay
Mr. Scott Harrington - Taylorsville

OTHERS PRESENT:

Mr. Scott Ruf – Director, VECC
Mr. John Evans – West Valley
Ms. Andrea Partridge - VECC
Mr. Clint Jensen – VECC
Mr. Jon Harris – Murray
Mr. Clint Smith – Draper
Mr. Chad Pascua – Murray
Mr. Jeffery Robertson – West Jordan
Mr. Scott Young – VECC Counsel
Mr. Terry Addison – South Salt Lake
Mr. Riley Pilgrim – UFA
Ms. Nicole Lopez – VECC
Ms. Leslie Devey – VECC
Mr. Troy Carr – Herriman
Mr. Robbie Russo – Cottonwood Heights

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 2:03 p.m.

PUBLIC COMMENTS

There were no public comments received for this meeting.

BOARD OF OPERATIONS REPORT BRIEFING

Chief Harris reported for the Operations meeting. Most of the items they discussed stemmed around the new CAD system. There are issues with regards to crew integrity and determining the best approach. More often now, an engine is responding with an ambulance that they don't normally work with. Solutions are being brought forth that will address getting everyone together and working better as well as ways an ambulance and engine can stay together as a crew. Border issues were also discussed, and VECC is working on these. Primarily, the agencies that border Salt Lake City are being reviewed, because SLC dispatches differently than the rest of the valley. We are trying to merge those two systems. Another issue with different departments

responding together, they might be utilizing slightly different medical protocols. While the state has a certain set of protocols everyone operates under, each department has their own Medical Director, and they could have different things. This is being looked at to decide the best way to handle those protocol issues. Finally, on how ambulances are dispatched, the subject is whether to do them by agency, zone or by AVL. There are certain advantages and disadvantages to doing each of these, and they are trying to determine which is the best way. Scott reported on the Police portion of the meeting where they discussed the CAD project. They also talked about continuing to assess the various administrative workload between the center and the agencies and what can be reallocated back. There was a brief discussion on the assessments, impacts, and the way calls are counted. It was communicated to the Ops Board that a Finance Committee was formed by the Trustees and they were all issues that this committee would be discussing. Chief Jake Petersen asked if there would be a report relayed to the Ops Board; in the Committee meeting, there was a discussion about what defines a call and it seemed like that decision was best suited at having a robust discussion at the Operations level. He wondered if that had taken place or if it will and if it's still the philosophy. Chief Petersen believed the flow was the Finance Committee and the Board would talk about concepts and then Scott would take on the Fire and Police side and check in with the Ops Board. What was generally agreed is if the global view of the Board was met and the Police Chiefs agreed that the model was fair from their perspective, we believe the Board of Trustees would be very open to the consideration of it. If there is a group of Chiefs that felt it wasn't the right thing or had a disparate impact across different type of agencies, then it might require more dialog. The decision on what the member fee looks like rests solely with the Trustees, but we'd like to see that the Police and Fire Chiefs believe that what we land is also fair. Chief Jake Petersen thought he remembered having the Ops Board have a discussion about helping us to zero in on getting closer to defining a call; he feels they would be the best at helping us to define this. Scott mentioned that it did come up briefly and he intentionally didn't dig into the details of it because depending on the agency size and the way they operate; different things impact it differently. He did get some feedback and gaged the temperature of some of the Chiefs, smaller versus the larger, and then talked with Clint afterwards. The intent is to put together options for the Finance Committee of different models based on feedback Scott is receiving. Then the Finance Committee can look at the different impacts and narrow that scope down to a few models that may work and then dig into defining a call on the police side.

REVIEW MONTHLY PERFORMANCE & PROGRESS REPORT

Scott Ruf displayed the report he committed to provide to the Board, Sen. Harper, and Rep. Wall about our call answering and processing times. We've seen a 1% decrease in the number of calls we answer within the 20 seconds and as well as within 15 seconds over September. There was almost 1.5% on the 15 seconds or less and a percent or two on the 20 seconds or less. There is a 9% increase in call processing times for fire EMS in 60 seconds or less and we continue to maintain a transfer rate above 2%. As stated previously, most of those transfers are SLC and DPS/UHP. As we continue to roll the CAD project out, this will continue to get better. At 10.7% without the transfers to SLC or DPS, in mid-October, we had some significant wild fires and some strike team activations along the Utah County/Salt Lake County border, and we received a few hundred 911 calls related to those wildfires that had to be transferred to Utah County. Scott put a note in this report that UCA in conjunction with Motorola, Vesta, NexGen 911, we have talked about the fact that VECC is in desperate need of this upgrade/technology change. We were supposed to go live with this technology in the beginning of December; this project has been pushed until May, which will create an additional hurdle in our capabilities of totally hitting some of these marks. Scott continues to focus on staffing and answering times, but there are significant challenges in our legacy equipment that currently exists here. We will continue to make progress and we will see some significant changes, but we are already breaking 80% in the 911 calls in 20 seconds or less for November, so we are already seeing improvements, but we will hit a plateau without the implementation of the technology.

FINANCE COMMITTEE REPORT/UPDATE

Chief Petersen explained that the first meeting was held and there was a lot of good dialogue, focusing on the member fee system and the budget process. Korban Lee was elected as the Chairman and he will be over this Committee and will report in more detail. They shared with Scott things they wanted out of the system and asked him to go back and identify a few things that made sense on both Police, Fire and VECC's side, to come with a few options. The next meeting, they will learn more about what's coming on the budget and what the member fee might look like. These meetings are open, and everyone will be notified; anyone can log in and out and there will be discussions and recommendations. Nothing is decided without coming back to the Trustee

Board. The hope is that in December/January, we can find a member fee system which will allow for February/March to identify what the numbers are. Ideally, we would like to see VECC have numbers by January so that we can process our budgets more appropriately. Scott mentioned as well that another meeting will be held the beginning of December but prior to the next Trustee meeting and will have more information to present.

CAD PROJECT UPDATE

Scott mentioned that Chief Harris gave a good summary of the fire/EMS items we are working through. Things overall have been working well. We are getting close to South Jordan Police going live. They were due to go live on December 8th, and we are still close to this date within a week to two weeks on either side. With COVID and directives with administrators regrouping on the best way to get people trained and logistically, we are trying not to rush the project just to rush it. After Thanksgiving, we will engage with Murray and begin the initial discussions as well on their team and what it will take to bring them on board. We are finishing discussions with U of U, Granite School District and DPS on the Cad-to-Cad component and Scott Young is reviewing the drafts of the MOU's necessary to bring them on board. Taylorsville's new police department will have to be onboarded as a new agency as well; they are not a new agency, but the costs associated with things they are requesting to be done as their agency.

DIRECTORS REPORT

Scott commented that things have been going well; VECC has been fortunate with COVID as we have had a few cases, but we haven't had any major impacts to the operation. He is in the process of finishing the reorganization at the Operation Supervisor level and he gave thanks to the agencies that provided personnel to assist with the process. He's hoping to come out with 4 Shift Commanders and 8 Operation Supervisors, which he hopes to announce the week after Thanksgiving. This will bring stability and consistency and allow us to move the organization forward from a leadership perspective. Technology wise, we've already discussed the CAD and he's touched on the new 911 phone system. Because UCA holds the contract for the phone equipment, Scott follows a strict chain in working with Director Edmunds, Deputy Director Sanders, and Melanie, their Project Manager, and because he doesn't hold the contract, he cannot leverage any of the relationships he has. UCA is doing a great job and the staff is doing everything they can to keep it moving forward; a lot of the challenges and issues are outside of their control, but these delays will have a snowball affect for us in the region getting it deployed. They continue to discuss radio resources and have a plan moving forward for the 4 jurisdictions on the South when they come on-line, as well as Cottonwood Heights, UPD and Taylorsville and what that might look like moving forward. Our commitment is to make those operational changes, test it, but not mess with what we've all committed to this year as far as budget and resource allocation.

DEPUTY DIRECTOR ADMIN./FINANCE REPORT

Clint Jensen displayed the budget to actual report. In October, there wasn't much to report on the revenue side; we still continue to collect those franchise fees. As we would expect, in personnel expenses, we are at 31% of budget and we are 1/3 of the way through the year. There are a few line items out of whack, such as part time wages, and the incentives on call. This is just accounting information coming from payroll into the Great Plains system that is directing it to the wrong account. Overall, payroll budget is where we would expect it to be. The rest of the budget line items, such as software maintenance being a little higher is due to many of our software contracts are paid in the first have of the fiscal year as well as our property and liability insurance. Total expenses were 33% of the budget and we are 33% of the way through the fiscal year. On the cash report, we did make a \$2 million payment on the CAD project, and it's displayed as part of the totals in the Zions Bank attorney trust account; we transferred the money out of the PTIF #8394 and that demonstrates those monies moving back and forth and getting paid out for that project. He displayed the check register for the Boards review.

EXECUTIVE DIRECTORS ANNUAL PERFORMANCE AND COMPENSATION REVIEW

Chief Petersen mentioned that Scott Ruf will be coming up on his one year in January and Chief wanted to initiate a conversation now and then have a further discussion in December in preparation for his one-year anniversary in January. He has chatted with Korban and what they've come up with is Chief Petersen wants to capture information from each Board Member, each of the Police and Fire Chiefs and from Scott's direct reports over the coming weeks and then package that up for the Board to have a closed session conversation in

December where we can discuss what we learned from that, how we feel about it, and then bring Scott in to talk about what, if any direction we want to give him. The Board will also discuss what we want to consider in his compensation. The agreement he came in with talked about up to 10% or above increase, since he came in by some of our perceptions maybe a little lower than originally intended. Chief Petersen is looking for support of this concept to flow through and have the discussion in December. There were no concerns with that path between now and the next meeting. Kyle Kershaw asked what Chief Petersen was looking for from the Board members. Each member will get a survey tool what is generated out of West Jordan; it will ask for comments on how he has been performing. These will be compiled and distributed prior to the next meeting and then the Board will discuss it on what is learned. We are not looking at sending it beyond that group at this point. Each member will just need to complete that tool once it comes via email. Chief Petersen will also distribute the expectation that was outlined in his agreement to each member and then the compensation side of the discussion will happen in December for us to potentially take action on in December to be applied in his January anniversary.

There was no closed session to be held for this meeting.

The meeting adjourned at 2:37 p.m.