

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
February 20, 2019 Meeting Minutes
VECC Board Room
5360 Ridge Village Drive, West Valley City

MEMBERS PRESENT:

Mr. Gary Whatcott; South Jordan; Chairman
Mr. Konrad Hildebrandt; Riverton
Mr. Mike Morley; Alta
Mr. Mark Reid; Bluffdale
Mr. Wayne Pyle; West Valley City
Mr. Mike Shelton; Cottonwood Heights
Mr. Kane Loader; Midvale
Mr. Ryan Carter; Riverton
Mr. Kyle Kershaw; South Salt Lake
Mr. Brent Wood; Herriman
Mr. Doug Hill; Murray
Sheriff Rosie Rivera; UPD
Mr. David Dobbins; Draper
Mr. Dan Petersen; UFA

MEMBERS ABSENT:

Mr. David Brickey; West Jordan
Ms. Gina Chamness; Holladay

OTHERS PRESENT:

Chief Colleen Jacobs; West Valley
Chief John Evans; West Valley
Mr. Layne Morris; West Valley
Mr. Mark Cryder; SLC911
Ms. Lisa Burnett; SLC911
Chief Jeff Carr; South Jordan
Mr. Don Hutson; Riverton
Mr. David Church; VECC Attorney
Mr. John Inch Morgan, VECC Executive Director
Mr. David Sanderson; VECC Accounting
Mr. Mark Whetsel; VECC TS Manager
Mr. Jeff Monson; VECC HR Manager
Ms. Gigi Smith; VECC Operations Manager
Ms. Beth Todd; VECC Operations Manager
Ms. Shelly DeJong; VECC Operations Manager
Ms. Ambir Widdison; VECC Scheduling Supervisor
Ms. Missy Widdison; VECC QA Supervisor
Ms. Andrea Partridge; VECC Admin. Services Manager

APPROVAL OF MINUTES OF JANUARY 16, 2019 BOARD OF TRUSTEE MEETING

Motion –

. . . By Mr. Mark Reid, to approve the minutes of the January 16, 2019 Board of Trustee Minutes as written; seconded by Sheriff Rosie Rivera; the motion carried unanimously.

OPERATIONS BOARD REPORT

Beth Todd reported that they talked about the station alerting system; it is moving along very well. They discussed fire statistics; in January, there were 534 fire calls, not including medicals. John Inch said that Gary and Mike from Murray were talking today and in Murray at least, the responses out of the fire station with station alerting has greatly improved by a significant amount. Having this installed has been very good. If any

agencies have not applied for reimbursement, please send Andrea an invoice for the cost per station, the installation costs and proof of payment. This will be reimbursed back to you. Beth also mentioned that they are in process with the UFA stations; about 8 of them are installed. Gigi Smith discussed PSA's and IPAWs and the discussion of whether agencies want VECC to put out messages representing each agency. It was decided that each individual city would make this decision and put something out themselves. Police also reported their statistics; for January, police had 27,786 calls.

PRIORITY DISPATCH DISCUSSION

John Inch Morgan had two issues to discuss. First, as we move to purchase licenses for Priority Dispatch for the 16 consoles from UPD, the charge that came back was just under \$250,000 which seemed to be very high. Also, in looking at this, SLC has been talking about this with VECC in response to a lot of police departments who are saying that EPD doesn't serve their needs. John asked Lisa Burnett to come and talk about the discussions in SLC. We are aligning policies to be pretty much the same so that we have a virtual consolidation of the way we handle police, fire and medical calls. It's important to look at the coalition partners and have that same discussion here. Lisa commented that SLC is going to do away with the police protocols. They will go back to the old way of dispatching where they interrogate the caller based upon exactly what is happening. They found that while the protocols work for medical and fire and the State requires that they have protocols for medical, they're not flexible enough for law enforcement. Lisa recently paid \$110,000 for an audit of her center through a disinterested party. They looked at customer service; how responders and the public perceive them and how other agencies perceive them. They reviewed call volume and Pro-QA and in numerous talks with the consultant and after speaking with the Mayor, they have decided to do away with the EPS element. SLC will meet with their VECC partners next week to discuss exactly what they'd like to see. They would like some structure in taking a call, but they want to all follow those same guidelines. In speaking with Versaterm, they currently have a module they can just create whatever questions they want to come up in the CAD. With the new Strangulation protocol that has now been put into law, it makes it a felony for hands on neck. This is so important because SLC had asked the Academy to provide them with this question on Domestic Violence protocols and they indicated they would have to put out an RFP; it's still not been put in. This is one of the may things. With all of this said, SLC also has an endowment and it could easily cost their center, if they decide to do away with the police protocol, it would have an adverse effect on the fire partners. SLC911 would have to come up with the \$250,000 to pay for the state-required medical and another \$250,000 for the fire, should they choose to do this. There are adverse effects for doing this, but considering the complaints from the public, dispatchers and law enforcement, they feel it's an important thing to do. Lisa will be meeting with John and Christine next week to come up with a draft on how to manage these calls and then they will update the Board. SLC is looking at an implementation no later than the end of March; a very aggressive timeline. Mark Cryder noted that the officers in the field have had issues with EPD for several years and getting the right information at the right time. John Inch reminded the Board of when he brought in Dr. Clawson because Chief Diamond of West Jordan indicated that EPD was broken and most of the Chiefs wants to have a change. Dr. Clawson was told at that time that the EPD was deficient and they promised to make changes. They have made over 400 changes to the protocol as we have made recommendations. However, it still goes through, in some cases, a very long questioning. Because our coalition partners are looking at this very aggressive schedule, we have decisions as Board members to either investigate it, pursue it or to take some other action. All our efforts over the past several years have been to be on the same page. Dispatchers seem to be so focused on the script that they are not focused on hearing the caller. Lisa believes this is horrific customer service. As John has gone through VECC's protocol, he believes there are 7 questions that identify the nature of the call; this can all still be taken and then the call taker can get supplemental information, but we can get officers rolling with these 7 questions. The real question is from a fire/medical stand, those protocols are essential. If the decision is made to abandon the EPD, we need to start looking at what are the financial consequences going forward, not being tri-accredited. If the questions can be modified to still meet the Clawson system, that would be great. John is planning to meet with the partners in SLC to gather information and he is seeking direction from the governing board as to what kind of information they want gathered or not. Lisa mentioned that the reason why they are moving quickly, and in the interest of transparency, John Inch and her endowment are not the same. Also, it's not going to take SLC very long to develop a call taking matrix. She doesn't want to touch fire and medical right now, but the direction that the Mayor has given her is to move quickly. The audit was proof to the Mayor that the public is also dissatisfied with this. The concern Lisa had in looking at the endowment is she feels that while they have been using the product for free, at the end of the day, if they are not happy with something, she feels they are being held hostage. Lisa doesn't want anyone to think there is a conflict of interest because

now we are getting the protocols for free. At the same time, she is very uncomfortable with the structure of the endowment and no one would be in this mess if they didn't have an endowment that holds their feet to the fire. Chief Petersen's only concern is not moving and changing together, at the same time. Much of this move will depend on what happens when Priority Dispatch finds out that she is moving from EPD; they do not know yet. Lisa feels comfortable with moving quickly with law enforcement is because John Inch Morgan is in a very interesting position; VECC has UPD now and UPD has been doing it this way. Lisa feels confident that if there is structure, the dispatcher will get the information based on the conversation with the caller. She believes this will greatly improve call processing times for the police call takers as they will not be stumbling over unnecessary questions. Gary Whatcott mentioned he didn't understand the endowment piece. John Inch explained that Dr. Clawson offered an endowment to VECC, the licensing free, but we would pay maintenance fees, which is one of the big differences. The other big difference is in the termination of the endowment. In looking at the legal language, we are required to be tri-certified within a short period of time. VECC was 3 years beyond that when John came here; a contract was renegotiated within a year and a half. To walk away from the certification for any disciple, we would pay the cost of whatever the endowment would have been at the time. We may be beyond that time frame where we have an obligation to reimburse them for the equipment if we keep it here. If we terminate and all three go, or only one goes, we'll have to renegotiate it coming back in. We can still be good coalition partners with SLC; a lot of their same elements apply to us. The other option would be to continue to operate the way we currently are; but would not allow us to be on the same platform. We want to be sure that as calls come in, we have the same policies, processes and protocols so that we can process each call effectively and not transfer calls back and forth. John commented that if he was sitting on the Board, he would want to talk with his Police Chiefs and find out a little bit more information before giving him complete direction. The direction John is seeking today is to continue to investigate and be able to report at the next meeting. Gary asked John to do some investigations and put it on the Operations Board for discussion as well; making sure they provide feedback as well. Kane Loader recommended having a joint Trustee/Operations meeting to discuss this further as well. Lisa requested that this issue be kept confidential as she has not approached Priority Dispatch yet. Her attorney is working on crafting some language that will be taken to Priority Dispatch.

Motion –

. . . by Mr. Wayne Pyle, to move agenda item number 8, closed session discussion, to now, due to schedules; the motion was seconded by Mr. Konrad Hildebrandt; the motion carried unanimously.

Motion –

. . . By Mr. Kane Loader, to close the Board of Trustees' meeting to discuss pending or reasonably imminent litigation; the motion was seconded by Mr. Brett Wood; the motion carried unanimously.

The Boards went into a closed session at 2:28 p.m.

The Board meeting returned from close session at 3:20 p.m.

FISCAL YEAR 202 DRAFT BUDGET INTRODUCTION

John Inch Morgan discussed the draft budget. He mentioned that on the medical insurance, there was a zero percent increase this year. There were some UPD policy changes that were commented on as well. Jeff Monson sent out a vacation accrual schedule and it was presented to the Board for approval. It moved the schedule up just a bit and gave a few extra days off. John explained the two budget documents: one is the full budget and the other is the summary budget. On the 911 fees coming in since 2010, we are projecting \$7.7 million, which has made a huge difference in the center itself. In looking at the member assessments, most everyone has a decrease coming in. For Riverton and Herriman, there have been a few estimates done in figuring their three-year rolling average. There are a few calls that are stripped out including duplicate calls. Populations are not too different between Riverton and Herriman; 911 calls are a bit higher in Riverton. John looked at the last quarter in operation and it was a surprise that there were more calls coming in than anticipated. Looking at call volume, in most cases, the call volume went down. In South Jordan, the call volume went up by 10%, but in looking at their assessment, it went down by 1.8%. Part of this is the way the budget is configured, part is because there is more money coming in than we've had in the past. The first 911

fee dollar that comes in covers call taking. However, five years ago, this was changed to allow us to utilize those funds for dispatching as well as it became apparent that you cannot identify where call taking begins and ends. The FCC said that when they established the 911 fee, it's from beginning to end of service. Anything that isn't spent on call taking, we can push over to police and fire dispatching. In doing this, with increased funds, it reduces the assessments coming in. Mr. Kyle Kershaw asked if the state portion has increased due to auditing from the Tax Commission to the providers. The State Tax Commission has not completed an audit because the measurement of calls is tied to an ECATs, a state-wide system for looking at calls. In doing this, they have not been consistent in identifying how this is all together. John's goal is to provide this tentative budget to all for them to review. He will bring back a resolution and public hearing next month.

EXECUTIVE DIRECTOR'S REPORT

Legislative Update

John wanted to make everyone aware of SB154 which provides an additional \$0.16 which will go to purchasing call processing equipment. Historically, for the past 12 years, the State has been assessing \$0.09 on each telephone line and VoIP and have provided our call processing equipment. In our area, Weber, Bountiful, SLC, VECC, UPD and U of U have been in a coalition for the past 8 years where we have shared this system to have that redundant backup. Bids were sent out and they returned 15 times higher than what we have funding available. With the NexGen 911, video, photo and voice capabilities, the cost of this equipment is more expensive. In December, the UCA rejected all the RFPs that came in and without looking for additional funds, that falls back on us. The calculation is to have one-time up-front fees, which are about \$9 million. UCA has between \$4-\$6 million they can put towards this but it's not enough for the overall costs. John will be asking for a one-time appropriation which has been approved and then we are asking for the \$0.16 which will generate approx. \$6.3 million per year. This will provide the funds so that we can provide a state-wide uniform call processing system. This will be phased in; it passed the committee unanimously. Anytime you have a tax increase, or fee increase, it still must go through both houses. The other bill is the rural telecoms who are saying they wanted to be able to bid on this. The second bill that has not numbered yet directly deals with PSAPs and interfacility transport private companies. It requires that if a call comes in from a medical facility to transport a patient, even if it comes in on a 911 line, the PSAP is to transfer that to the state licenses interfacility transport ambulance. This has been an issue that's been going on for the past 4 or 5 years. The State Health department passed a rule that required this, but they did not do this legally. At the advice of the Attorney General, they reconsidered it and the Bureau of Emergency Medical rescinded this last month. Now, it's coming up on Legislation to require this to happen. The Utah Medical Association is opposed to this because it takes the discretion away from a doctor who is determining the acuity of an illness and requiring legislation to force this. John objects to it because it is a government entity forcing another government-funded entity to provide dispatch services to a private for-profit entity at no cost. Dr. O'Driscoll has said that if a call comes in on 911, we are to process it as an emergency call.

There was nothing else to discuss at this meeting.

The meeting adjourned at 3:41 p.m.