

**SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

**BOARD OF TRUSTEES MEETING**

***March 15, 2017 Meeting Minutes***

***VECC Board Room***

***5360 Ridge Village Drive, West Valley City***

**MEMBERS PRESENT:**

Mr. Gary Whatcott; South Jordan; Vice Chairman  
Mr. David Dobbins; Draper  
Mr. Mark Reid; Bluffdale  
Mr. Carlton Christensen; SLCO  
Mr. Kyle Kershaw; South Salt Lake  
Mr. Ryan Carter; Riverton  
Mr. John Guildner; Alta

**MEMBERS ABSENT:**

Sheriff Jim Winder; UPD; Chairman  
Mr. Brad Christopherson; Taylorsville  
Ms. Gina Chamness; Holladay  
Mr. Steve Higgs, UFA  
Mr. Layne Morris; West Valley City  
Mr. Kane Loader; Midvale  
Mr. Blair Camp; Murray  
Mr. Mike Shelton; Cottonwood Heights  
Mr. Brent Wood; Herriman

**OTHERS PRESENT:**

Mr. John Evans; West Valley City  
Mr. Bryan Roberts; Draper  
Mr. John Inch Morgan, VECC Executive Director  
Mr. Jeff Monson; VECC HR Manager  
Ms. Gigi Smith, VECC Police Manager  
Mr. Mark Whetsel; VECC TS Manager  
Ms. Chris Dunn; VECC Supervisor  
Ms. Andrea Partridge; VECC Administrative Services Manager

**APPROVAL OF MINUTES OF FEBRUARY 15, 2017 BOARD OF TRUSTEE MEETING**

There was not a quorum present at the meeting and the approval of minutes for the February 15, 2017 meeting will be postponed for the next Board meeting.

**OPERATIONS BOARD REPORTS**

Chief Bryan Roberts reported on the Police Users report, they discussed the handling of fraud calls and who should respond on them. Ultimately, it was decided that wherever the call is coming from, law enforcement from that jurisdiction will respond and handle it and if it needs to be referred to another agency, the responding officer will handle that through VECC. They also discussed calls that came in on UTA property. This discussion started at the Valley Police Alliance meeting and Chief Fred Ross wants to handle anything that happens in his jurisdiction. This prompted a discussion with the Chiefs and essentially where this ended up was anytime there is a call for service that involves a UTA jurisdiction, the jurisdiction will respond plus UTA will also respond. Specifically, in progress calls, the jurisdiction timing to get there is much faster and they can get on scene much quicker to have a better opportunity to handle these situations. Once they are on scene, if it's a report-type of call or not a crime in progress, more than likely, UTA will take the call. At the Board of Operations meeting, the Fire Users group did not meet in March and there was no report. There was quite a bit of time spent on the VECC budget and discussion about how the budget is set using the 3-year rolling call volume average. There was a motion, which carried unanimously, to approve and forward the budget to the Board of Trustees for approval. They discussed SB198, provided by John, and is on the agenda today, which John will discuss further. They also talked about the Nice recording system. John did a presentation on it. It is a piece of

equipment that records all the incoming calls here at VECC. John made a recommendation instead of purchasing the equipment, but to lease it. The Board of Operations unanimously supported this recommendation and moved it to the Board of Trustees for a final consideration. There was a lengthy update on the CAD RMS, also on the Trustee agenda later in the meeting. Finally, the second full week of April is National Telecommunicator week and the Chiefs will be there on Friday, April 14<sup>th</sup>, to BBQ for the dispatchers and staff.

### **COMMITTEE REPORT ACTION ITEMS**

John Morgan explained that this is a standing agenda items, such that if the Board of Operations brings a policy forward to Trustees, there is opportunity to address Police, Fire or Technology. There wasn't anything except the recommendations on the Budget and the Nice recording, which will be a budgetary item. It will need to be held until it's determined that a quorum is present at this meeting.

Mark Whetsel mentioned that 2 or 3 months ago, he came to the Board with a resolution to purchase the Sysco equipment and an internet connection. He reported that yesterday afternoon, Comcast was put in and everything is done and ready to go and the project has been completed. This upgrade in internet is to support and help make sure the CAD, RMS and other systems stays up and operational should an internet outage occur.

### **EXECUTIVE DIRECTOR'S REPORT**

#### **CAD Project Update**

With the CAD project, it is an 18-month process and we are about 4 ½ months into the project itself. We have made some significant progress. Beginning in September, looking at the CAD and MPS, the configuration of the CAD, individuals from each agency are participating in identifying these systems. Web RMS, which is our record sharing, is one of the exciting things happening at this point. Most of the police agencies and records managers are participating in this project. They are coming together not only to build the data base but to have people work together from disparate systems and finding out how others do things. They are indentifying common call signs and codes and it has been a very good experience for everyone. Gigi Smith echoed what John said and mentioned that the Web RMS and FBR group have not only been getting together during the workshops but they have been very active outside as well. They had a meeting already where they all got together and discussed the processes, making sure everyone was in agreement and they will have another meeting next week to follow up. John said one of the nice things is that they are getting together and logging questions that they have, which is very constructive as we are delving into a brand new system. Beth Todd said everyone is working very well. Beth is part of the CAD core group and they have been placed in charge of entering the types of calls in the system along with all the unit information. There is a basic set of data into the CAD system now so that they can go in and make sure that it's working the way it's needed to. Right now, they are working on how the screen will look for the dispatchers. They are also working on a document from that group to send out to the management team to disperse to all the groups letting them know of everything entered into the CAD system. Then they can refine the direction if necessary so they can update if they need to. They stood the CAD up and are able to enter calls into it. All the addressing information has been entered in and they are adding layers. John said what has been purchased is a COTS, custom off the shelf, product. It does provide us a great deal of the ability to configure the product to our needs. Gary Whatcott asked John if he felt like what they are seeing so far is right where they thought it would be. John said there have been some bumps along the way, and certain things have needed to be worked out. They have had some issues with connectivity with BCI. They haven't been big things but they have been things that need to be taken care of. Mark Whetsel said that the third build of the map project will place them where he feels they should have been several weeks or months ago. Mark isn't sure what the problem was on their end but users have been gathering data and sending it to Hexagon for them to load. This has slowed things down considerably with the actual field map. Hexagon will be coming out soon to work directly with Joe Borgione and show him how to create the map data. Mark is hoping this will expedite the process after the end of March and they will be able to get on a better schedule. Joe has been working closely with the individual doing the mapping and a few days ago, he went through and identified over 300 intersections where the zones overlap. These will be taken to the Chief's to figure out whose responsibility the intersection will be. Joe has a good handle on what he's looking at now and he's working to get the correct data out. Gary Whatcott asked if Hexagon was putting enough resources towards our project, helping it move along. John said they were and mentioned that his management team has been pretty active in holding their feet to the fire and are still doing this on an ongoing basis. Every other Thursday, they have a management meeting. It is constant accountability that is bringing them where they

need to be. This is a very big project and though Hexagon has implemented this project in other areas, this is unusual for them, dealing with as many different agencies and getting everyone on the same page.

### **Legislation**

John Inch Morgan explained that there are two pieces of legislation that will affect VECC the most. SB14 is the enhanced 9-1-1 for multi-line telephones. Any system or operator that has a PBX system, they have to do two separate things. One, it requires them to configure their phones, a software change, to allow any of their phones on the PBX or multi-line system to be able to dial 9-1-1 without a prefix, suffix or any code that gets you to an outside line. They should be able to dial direct 9-1-1 even if you are in a system that you have to dial a 9 to get an outside line. This goes back to legislation happening throughout the United States right now based on a Texas law called Carrie's Law. About 60% of major hotels have made these adjustments already voluntary. There is a 5 year phase in for this and during these 5 years, they are required, if you are an owner-operator of the system to post a sign that gives instruction to dial 9-1-1 if there is an access code. Also, it gives the room #, floor # and address so that the first responder knows where they need to go. The second part of this is to configure the phone systems, another 5 year phase in on this, where automatically an address location will pop up for the call taker, but it will be enhanced that not only gives the address of the building but the floor #, building # and room #. This bill was passed nearly 4 weeks ago. Compliance dates starts July 2017 with the 5 year phase in. The second bill is SB198 which is bill that does a number of different things, including changing the governance of the UCA. Right now, their Board is made up of 29 members from throughout the state of Utah. It will now be a 9-member Board. It creates a Regional Advisory and an Operation Committee, which will be advisory to the 9-member Board. The second part of this bill is the fees. It increases the PSAP fees to a total of \$0.80 and State-wide radio fees to an additional \$0.52. This won't be implemented until January 2018. The 9-member Board consists of 3 members, appointed by the Governor from nominations, 1 member appointed by the Senate President, 1 member appointed by the Speaker of the House, 2 members from Cities and Towns and association, and they should all have a public safety, finance, managing or government background on any of these nominations coming in. However, they cannot currently be involved in a public safety entity to sit on that Board. The Operations Committee is a 19-member committee, made up of state and local users of emergency communication services and can include up to 3 vendors as well. This Board will look at strategic plans, identify new technologies, and minimum standards that public safety communication ought to be adhering to. This is a proactive Board, dealing with this next phase. The Regional Advisory Committee is appointed by the 7 Association of Governments from around the state. They will look at regional and local issues, they will look at issues coming down from the UCA Board and Operations Board to find out what the specific needs are in the various regions. Currently, the fees that are distributed and assessed have not become a State-tax and they have increased these fees by \$0.04, they have rescinded the CAD fee and placed that in the same category, going from \$0.61 to \$0.71, which will now be distributed based on call volume. This comes out of the audit done by the Legislative Auditor General in February 2016, where they were looking at the revenue provided per-call throughout the state, which was as high as \$30 per call compensation for each call and as low as \$10 in some areas. It was based upon subscriber rate. Senator Harper and Representative Handy identified that call volume is the best way to deal with this. They decided they would have a 3-year rolling average of call volume, to take care of any anomalies and in doing so the funds would be distributed based on that amount. About 8 PSAP's out of the 32 will lose money and the rest will increase, as they are increasing the overall fund by \$0.10 per line per month which generates an additional \$3.5 million. As a compromise and to hold harmless those who haven't had the opportunity to look at budgets, there is a 2-year hold harmless where each will receive the greater amount of the funds received on a monthly basis in fiscal year 2017 for fiscal year 2018 and fiscal year 2019. The remainder will be distributed based on call volume. In looking at holding people harmless, and based upon 2015 numbers, it will cost about \$919,000 to do so, and the remaining amount will distribute based on call volume. Salt Lake County, to include SLC911 and VECC, we benefit by call volume by about \$1.5 million. This is an estimate based on the difference between 2015 and 2017 numbers. John and Weber pulled the ECATs calls for the past 3 years and utilized this as a basis for identifying call volume to estimate the numbers he provided. Right now there is a \$0.09 fund that goes into an account that is utilized right now as a grant program for different things. We are utilizing it right now to pay for the maintenance on the Viper phone system. It is restricted as to some of the things it can do. Right now between the state and locals, we are paying into the 800 MHz radio system about \$7 million dollars, with the biggest portion being carried by the locals. These are the radio fees that locals are paying at \$24.25 per radio. These funds will be replaced, in the bill it states that any fees being charged for the radio system by UCA will be rescinded and will no longer be charged after July 1, 2017. These funds coming in will pay for the

o&m of these fees, which will benefit each of our entities budgets going forward. There are a few entities throughout the state not paying into the system right now because as Salt Lake County sheriff had for many years, they donated equipment and towers to the overall system, and they received a credit for a number of years. The Tax Commission will be required to audit the remittance from the carriers on an ongoing basis. Another fee coming on this, which is a delayed fee and will become effective on or before July 2018, it is an additional \$0.34 that pays for the rebuilding of the 800 MHz radio system. The consultant that UCA hired, called Delta Works, identified what they believe the most essential replacement of the radio system is, and says it will cost about \$140 million. They needed to set up a fee that would roughly pay for bond payments going forward. It was set a year away from where we are right now is because the strategic plan that UCA has put together is a draft plan right now. It is draft only because the requirement for the strategic plan was to present it to the legislature and the UCA Board, and neither has adopted it at this point in time. The telecommunication companies want to see what they can get out of it. In the last meeting held with the telecoms, they were satisfied with the language but wanted to know about existing services. Changes to the existing statute is that UCA has the ability to bond for the services and the legislation took it away and said the State would do the bonding in their behalf and it would save a great deal of money with their AAA bond rating. John feels that the good side of this is yes, it is a tax increase, but it is something that does provide some offsetting benefit in the cities themselves with the radios fees being reduced and the additional funds coming in.

### **FY21018 BUDGET**

Because there wasn't a quorum present at this meeting, there was no action to be taken on the budget. However, John wanted to discuss a few things. One of the questions that came up in the Budget Committee as they met previously and also in the Board of Operations meeting is the budget in front of everyone now was created with the anticipation that SB198 may not pass. It still must be signed by the Governor, but there is indication from him that he will sign it. Given that, and given the fact that the \$0.71 will be distributed based on a call basis, it gives VECC and SLC more money. There is the possibility that we may want to do an amendment to the budget at some point in time. John would suggest that we go ahead as the Operations Board suggested and pass this budget and then once he sees where the funds are coming from, then mid-budget year, an adjustment can be made. John put into the original budget a build-up of reserve funds, if for no other reason, to give appropriate cash flow throughout the year and then have an emergency fund as well moving forward. John would like to have an additional \$420k, which is only about 7% of operating budget. The additional revenue coming in would be a surplus which would automatically flow into the reserves and John is not too concerned about that. Looking at the funds and how much will be coming in, if it is \$1 million more, he would like to look at a budget adjustment and would probably be a fee adjustment on the membership assessments coming forward. If this were to happen early on mid-year, it could be something for the second payment of assessments, and it could be adjusted. It could also be used for that extra money to do some ancillary kinds of things, such as police records conversion or other things associated with the CAD. But it gives time to take a look at it. Gary Whatcott mentioned that long-term, there would be maintenance on the building that could be large capital outlays that they need to prepare for. John said there is some money allocated. Mark has just opened the bids for a second chiller and they anticipated the costs around \$60k and the bids are coming in around \$90k. John will bring the budget back to the next Trustee meeting for approval, but John mentioned that the numbers have been out for a month or so and if anything changes before next month, he thinks the numbers would only go down. At the Budget Committee meeting, Kyle Kershaw was looking at the revenue flow and even if this bill didn't pass, what Dave Sanderson has budgeted for the 9-1-1 fee appears to be a little bit low and could be increase by about 5% or more. This is just tracking what we are receiving right now. It appears as though over the past year VECC has been getting their fair share and more consistently. Kyle commented that he got the 9-1-1 distribution information from the Tax Commission and oddly enough, beginning November and December which was remitted 2 months later, there was a spike in remittance. This is where they came to the conclusion that even notwithstanding SB198, VECC's revenue will probably increase due to better behavior from some of some of the players out there.

Gary Whatcott asked if anyone had questions on either resolution. John mentioned that the one resolution was the Budget resolution, which is not time sensitive. The other resolution is the Nice resolution and John asked for the Board to give him some direction. They are in the process right now of perfecting the municipal equipment lease with them and John can bring it back next month, but they are waiting on us. Gary mentioned that the Chiefs supported this in the Operations Board and he doesn't know why the Board of Trustees wouldn't. It's been talked about before preliminarily. Gary felt that John should just continue moving forward

with it. John said that the Nice system is a requirement; they have to record the calls coming in. After going through the purchasing process, they can either pay \$190k or the \$5300 a month. John doesn't like leases, but on equipment it does make sense if they will continue to replace, upgrade and maintain the equipment going forward. Included in this cost is the maintenance and everything else. Mark Whetsel said that the current equipment is 6 years old and it's been patched together for a while now. The current system was purchased outright and paid up front.

Gary Whatcott asked when UCA redoes their backbone if it would have any impact on us at all and would there be any interfaces we have that would have to be purchased. Mark said that a lot of the backbone has already been upgraded. This was done about 2.5 years ago. But, the mountain tops and repeaters have not been touched and everything is not coming in analog and then being digitalized which is causing issues with quality. Once this starts moving, the majority of the funding will do the mountain top stuff. The prime site has already been upgraded and updated. There are actually 2 consoles on the floor that are the most modern updated stuff. Once everything is done, each one of the 23 positions with radios on them will have to be upgraded to the new version, which is part of what's in the bill, buying new consoles for every PSAP.

There were no other issues to discuss at the meeting.

The meeting adjourned at 3:07 p.m.