

**SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

**JOINT BOARD OF TRUSTEES/BOARD OF OPERATIONS MEETING**

*August 16, 2017 Meeting Minutes*

*VECC Board Room*

*5360 Ridge Village Drive, West Valley City*

**MEMBERS PRESENT:**

Mr. Gary Whatcott; South Jordan; Chairman  
Mr. Kyle Kershaw; South Salt Lake  
Mr. Mark Reid; Bluffdale  
Mr. Blair Camp; Murray  
Mr. Kane Loader; Midvale  
Mr. Scott Carver; UPD  
Mr. Lee Russo; West Valley City  
Mr. John Evans; West Valley City; Ops Vice Chairman  
Mr. David Dobbins; Draper  
Mr. Carlton Christensen; SLCO  
Mr. David Brickey; West Jordan  
Mr. Dan Peterson; UFA  
Mr. Mike Shelton; Cottonwood Heights

**MEMBERS ABSENT:**

Mr. Brad Christopherson; Taylorsville; Vice Chairman  
Mr. Kane Loader; Midvale  
Ms. Gina Chamness; Holladay  
Mr. Brent Wood; Herriman  
Mr. Scott Carver; UPD  
Mr. Ryan Carter; Riverton  
Mr. John Guildner; Alta

**OTHERS PRESENT:**

Mr. Marc McElreath; West Jordan  
Mr. John Evans; West Valley City  
Mr. Jeff Carr, South Jordan  
Mr. Jack Carruth; South Salt Lake  
Mr. Lee Ascarte; UFA  
Mr. Doug Diamond; West Jordan  
Mr. Stephen Higgs; UFA  
Mr. Jason Nicholl; South Salt Lake  
Mr. Chris Biechner; West Valley City  
Mr. Joe Tarver; West Valley City  
Mr. Russ Wall; West Jordan  
Mr. Dave Shopay; West Valley City  
Mr. Warren James; Consultant  
Mr. Mike Dykman; Fire Operations  
Mr. John Inch Morgan, VECC Executive Director  
Ms. Gigi Smith; VECC PD Manager  
Mr. Mark Whetsel; VECC TS Manager  
Ms. Chris Dunn; VECC Supervisor  
Ms. Andrea Partridge; VECC Admin. Services Manager

**2017-2018 MEETING CALENDAR**

John Inch Morgan mentioned that individually, the meeting calendars have been reviewed in each separate meeting, but he consolidated the calendars together to let everyone know what was happening. The one thing they haven't seen before is the trimester budget review and it was agreed that every 4 months we have a Budget Committee Meeting where we would go through our budgets. This Committee is an adhawk committee which has a few people who routinely attend, but everyone is invited to attend and get an update on where we are with our budget. This year will be interesting looking at revenues coming in because of the change in

SB198; we should be having significantly more revenue coming in from the 9-1-1 fees. This meeting will give us an idea of how we are tracking against the budget. The first meeting will be September 21, 2017 at 2:00 p.m. It will be repeated at 2:00 p.m. the third Thursday in January and May of next year.

## **ANNUAL REPORTS**

John has asked each of the Managers to report on their area of responsibilities. Gigi Smith is at APCO right now and Beth Todd will be reporting for her on police as well as fire and emergency medical. Then Mark Whetsel will report on technical Services. All the bullet points being shared at today's meeting are located in the shared Dropbox.

### **Fire and Emergency Medical**

Beth Todd mentioned it has been a very busy year. She will highlight some of the things that fire has been involved with and what they have had going over the past year, as well as a brief rundown of July 4<sup>th</sup> this year and compare it to some of the numbers from 2 previous years. The new CAD consortium project has kept us the busiest. Beth is part of the CAD Core Team, who gathers the data, enters the data into the new system and configures the CAD system the way it will look for the dispatchers, and this has been in conjunction with all the dispatch centers. They meet together on a regular basis and they have been working really well together, trying to standardize as much as they can in the way that things look, what the codes are and how things will be done going forward. Another thing they are working with the fire departments on is going through and confirming what responses they want for all of the different fire and medical codes. Once they confirm what those responses will be, they will be entered into the new CAD system as well. They are also creating documentation for the training period for the end users so that they'll know what the codes are and what steps they need to take. Beth is part of the Fire Mobile Workshops; she helps create calls and walks everyone through the process of using the Fire NPS. The Mobile group has been doing configurations and determining what the call flow is going to be on the mobile system. Beth is participating in some of the Interface Development Committees, such as the CAD2CAD interface with Gold Cross and fire station alerting. Part of this is continuing to try and further the functional consolidation with all the dispatch centers here in SL County, particularly those involved in the project, and trying to get policies, procedures, and processes as standardized as possible. Everyone is doing things the same way no matter which dispatch center the call comes into. This year, they have been concentrating on coordinating their training and not only are their training opportunities here at VECC, but it's opened up to all the other dispatch centers. One exercise they are working on developing right now is called the RTF or Rescue Task Force, which is kind of the active assailant policy and how as a dispatch center, we would respond to those types of situations. Other things that have been done is coordinating and sharing dispatch responsibilities during these drills and exercises, special operations and planned events such as the Tour of Utah. They are trying to share dispatching responsibilities that are needed during those events as much as possible. VECC upgraded the Emergency Notification System or the Reverse 9-1-1 System, and Beth has been helping with training some of the Emergency Managers in other dispatch centers that have use of this equipment. As a Fire Dispatch in conjunction with the Fire Departments, we went through and took a look at the way we were operating and we have reconfigured how the response channels work. Now, it's more geographical rather than an agency-specific response channel. A process was also created where structure fires or multi-unit responses go to their own individual channels so that if it becomes a working incident we don't have to kick other units off that channel when it becomes restricted. It's already on its own restricted channel. This has been really well received. Draper Fire Department came on board this year and Beth assisted in the preparation in getting this up and running for the dispatch center. There were also pretty significant changes with UFA. VECC also became tri-accredited with the Academy of Emergency Dispatching. These are a few things that have been worked on and some of those are obviously ongoing projects that will be going forward into the next year. The big projects will be to complete the development of the CAD system, continue to work, plan, train and functionally consolidate the dispatch centers here in the County, and analyze the call volume to predict changing needs.

Beth provided call stats during July 4, 2017. She mentioned that within 3 hours, between 2130 and 0030, VECC received 779 incoming telephone calls. The highest 15 minute period of time was 117 calls. Of those calls created, 563 were fire and medical, 256 were duplicate incidents, and only 21 were medicals. On the police side, they created 103 firework complaints calls. In comparison to 2016, for those same 3 hours, they received 556 incoming telephone calls with 66 calls during the highest 15 minute period of time. There were 219 fire and medical calls of which 124 were duplicates and there were 26 medicals. In 2015, there were 454 total calls, 46 calls in a 15 minute period of time, 62 fire and medical calls were created and 15 were duplicates with

18 medicals. Each year, the call volume has gotten significantly bigger. Staffing wise going into July 4<sup>th</sup>, there were 33 operational consoles on the floor and 32 were staffed. There were 9 fire dispatchers, including a WJ Chief Officers, who came in and assisted in changing recommends based on details of the calls as well as moving people around. There were 15 call takers and 9 police dispatchers as well. Beth also mentioned that later this afternoon, she would be meeting with the fire departments to discuss next year to see if there are ways to improve going forward.

### **Law Enforcement**

In Gigi's absence, Beth reported that Gigi does a lot with Outreach and external agencies, committees and things on the law enforcement side. She met with UHP, who dispatches for some of the SLCC campuses, and they were having issues with 9-1-1 when they dial because it's a PBX system, they didn't necessarily have the address for the specific buildings of where the individuals needed to go. Gigi has been working with them on addressing and getting it to the point where the CAD system shows either a common name or a correct display on the 9-1-1 screen for where the units need to go. Both Gigi and Beth have been meeting with the Police and Fire Chiefs and agency representatives to give them updates on the CAD system and see if there are any needs that VECC is not meeting for them. On the Outreach, they have developed a school presentation program in working with school Resource Officers to have dispatchers go out to the schools and educate them on how and when to dial 9-1-1. In addition, they have dispatchers go out and man booths at the different community events to help further 9-1-1 education. They assisted in developing a 10-200 protocol, which is a County-wide containment. A live test of this protocol was held last summer and this took quite a bit of coordination. Gigi assisted West Valley with their CALEA accreditation and she has done some 3SI training for agencies and different dispatch centers. 3SI is a tracking alarm that goes in money bags when there is a robbery. She is a member of the Utah Amber Alert Review Committee, which meets each time an Amber Alert is issued here in Utah. Gigi attends the Salt Lake Valley Domestic Violence Coalition, which is working with victim advocates. She has also been very busy with the CAD project in facilitating and coordinating meetings for the RMS and Police mobile and attending them. The Utah Data Center is building a new department which Gigi has been working with them on.

### **Technical Services**

Mark Whetsel reported that back in April, one of the chillers in the building was replaced, which was a major accomplishment. Following this, the NICE recording system needed to be updated. The NICE recording system keeps track of and retains all the radio traffic that goes on here at VECC. The current system is 6 years old and Mark investigated better ways of doing things and was able to install new equipment the end of May and first of June. With the way things are going now, he felt that more information needed to be captured so that all the information including screen capturing and text messaging could be included. The system now in place will capture the entire data process from beginning to end. The only caveat with TEXT2911 is that we need to upgrade the Viper system. Mark spoke with the Greater Wasatch Multi Node Team and they decided to upgrade all of the current software prior to replacing the hardware, which they are in negotiations with now, so that they have the capability to add text messaging into it. This upgrade is looking to be done sometime in November. A decision was made a few months back that with the new CAD system coming in, the single internet connection into VECC was a vulnerability. If connectivity was lost via CenturyLink, it isolated VECC from the world. Mark and his team and local vendors worked together to bring in and tie together the current networking stuff with a brand new networking system and then to supplement the CenturyLink Metro Ethernet connection that we have with a Comcast connection of equal speed. This will be paramount for us as we move through the CAD project, to have that resiliency. Last October, Mark was in negotiation with vendors to get the servers, switches and load balancing equipment required to operate the CAD system. This was received and installed in November so that when they did the actual CAD build the equipment was here and up and running as well as at SLC911. 36 new workstations were purchased as requirements for the physical consoles that the dispatchers use are much higher because of the GLS CAD system. They were very robust and much faster. So far, 14 have been deployed and there are another 24 for training. As we complete the training, those 24 will be rolled out onto the Operations floor. Also, because of the complexity with Hexagon, the dispatcher monitors were upgraded from 2 21 inch to 2 27 HD monitors. This gives them more footprint to move their things around and make their jobs easier and quicker. Mark commented on the relationship with Spillman and we are trying to resolve several issues that have lingered longer than he would have liked. Hopefully the new CAD system will be up soon and this will be completed.

John wanted to comment on the TEXT2911. One of the things we are trying to do is encourage people to call. There is a delay when using text both sending and receiving. It can really prolong getting first responders rolling if that's the methodology being used. Individuals from the Deaf Center were brought in to help school and mentor our understanding and their understanding of how to use TEXT2911 to facilitate a response. We know, going forward, at some point in time this will be a valuable tool for us as we see pictures of incidents happening. The challenge we will have is looking and figuring how to process those visual images coming in. Right now, with the NICE recording, we record the voice of the person calling in, but going forward, if we have other media coming in, we'll need to figure out how to process, store and transmit this to agencies for a permanent record. There will be challenges we will deal with and as we get to the strategic planning processes, which will be ongoing, we'll need to take note on this and talk about how to deal with them.

### **HEXAGON PROJECT UPDATE**

John invited everyone to an end to end demonstration on August 29 and it will be at the EOC in Operations Room and they will segment various screens seen on the dispatch floor and in the MPD's. John has an agenda that has been pushed out already. The morning session will primarily be for Administrators and Chiefs. John put together some screen shots to show the Board. He then reminded everyone to come to the demonstration and asked if anyone had questions, to send them to John and he will give them to the demonstration groups coming in from Hexagon to be covered. Chief Diamond commented that each agencies team people should be able to log into which ever applications they are responsible for. If they cannot log in, he asked them to let him know so that he can make that happen. He just needs to make sure that everyone can get logged in.

### **FIRE STATION ALERTING**

John mentioned that the Boards gave him the authorization to move ahead and start pricing out the move from Zetron to US Digital Design Phoenix G2 system. He has identified a number of different costs. Basic costs for licensing will be about \$99,000. He is still looking at some of the other things in setting up the 47 stations with basic hardware such as receivers and transmitters, and he's still getting pricing on this. They have been talking about is with some of the increase in revenue coming in because of SB198, VECC as a group would purchase a base-level station alerting, which would probably include a reader board, speakers and those types of things for each agency. Then, if the agency wants to expand that, they would be able to do that on their own. In talking with Bruce Cline, he indicate that for them, he thought the cost was around \$15,000 to \$50,000 per station depending on where they are with existing equipment and wiring and those kinds of things. John has a document in the shared Dropbox which is the last communication he has which prices out the licensing. This is something going forward that he would like everyone to take a look at and identify so that we have the ability to move ahead in one way or the other. Chief McElreath mentioned it is important to note that the price is only for licensing. John mentioned that for VECC, it will be about \$56,000, the station licenses will be about \$47,000 and that's where he came up with the approximate \$99,000 total. He also said that excess funds above and beyond the budget into the fund balance, reserve account. He has identified about \$1,000,000 more coming into that account. There are things we could utilize that money for, such as building up the fund balance, so that we have good operating costs, but in looking at an upgrade like this, we will be looking at an expense. If we can bare that cost based on some of the new revenue coming in, we should take a look at this as an option.

### **POLICY APPROVAL**

#### **Fiscal Management and Budget**

John commented that both the Fiscal Management and Budget policies have been discussed in the past and they have been out for the past few months, and revisions have been made to them. There are 2 resolutions, Resolution T17-04, the Fiscal Policy, which is based upon input from the Board over the past few months. Resolution T17-05 is the Budget Policy, on how we will deal with developing the budget in the future.

#### **Motion –**

**. . . by Mr. Kyle Kershaw, to adopt Resolution T17-04; seconded by Mr. Carlton Christensen; the motion carried unanimously.**

#### **Motion –**

**. . . by Mr. Kyle Kershaw, to adopt Resolution T17-05; seconded by Mr. Mike Shelton; the motion carried unanimously.**

John mentioned that on Resolution T17-05, it outlines the process where we will have a budget committee on a tri-annual basis, looking at budgets, recommending those budgets and then going through both Operations and Trustee Boards for authorization.

### **STRATEGIC PLANNING**

This is not a Strategic Planning meeting, but it's one where John wanted to introduce some strategic planning topics for us to discuss. He put together a draft strategic plan, also in the Dropbox, which has been developed by John and his staff, where they have identified a number of issues that are important to them. What John would like Operations and Trustees to do is take a look at these proposals and see if it is in line with everyone's ideas of where we should be as an organization. The second part is that John has asked a number of questions, based upon a strategic planning methodology, and is something that he would hope Operations and Trustees would get together and identify candidly what strengths we have that we can emphasize, what weaknesses we have that we can work on to counter-balance the strengths and weaknesses. They are both internal to the organization where opportunities and threats are external to the organization, and what opportunities do we have, externally, that include multiple municipal effort and efforts at VECC, such as legislative. John has approached both Senator Thacker and Representative Hutchins, who are on the appropriations committee, and asked them for \$2.5 million and they were both very favorable about doing this. This is an outside of the organization opportunity we have. They will both sponsor this, and it would come back to the CAD and Station Alerting projects. Getting out and looking for other opportunities is something that John asked the Boards to take a look at. And on threats, he asked them to look external to the organization and what types of things threaten our ability to perform our duties. This will be something we can discuss further in the future and it would be good if each agency had this conversation within their departments and then come back and work towards a resolution.

The three areas that VECC would like to emphasize and propose to the Boards are: 1) Operational Readiness, 2) Customer Service and 3) Proactive Management. In the Dropbox, John has identified a number of areas below this. In Operational Readiness, John wants to be sure we have the critical staffing to be able to answer the phones and man the radios, as well as recruiting and retaining the most capable emergency communication officers. This has been one of our weaknesses is retaining individuals. The key is recruiting the right individuals who have the disposition to do the job. John would like to delve into ways both internally and then recommendations from the Boards on how we increase our screening and recruiting process to assist with retention. He would like to maintain public safety communication competencies where we all agree to work together. John would like dispatchers to go out and ride with the different agencies so that we understand both sides of the radio. This helps maintain their competencies. Esprit De Corps goes without saying. It's identifying with who they are and what they are doing and that we are aligned with our police and fire agencies. John asked if everyone would take a look at all of this and go through them.

### **INTERLOCAL COOPERATIVE AGREEMENTS, BYLAWS, MEMBERSHIP AND VOTING**

John wanted to identify issues to put onto agendas going forward throughout the year. The Interlocal, Bylaws, membership and voting have been discussed in the past. There are a few things that go along with this. There has been discussion on weighted voting and the Interlocal agreement, and there have been a few changes with the funding mechanism, thanks to SB198. For every PSAP in the state, there have been two major funding sources; membership assessments and 9-1-1 fees assessed. At one point in time, it was a municipal option, but is now a State tax, and will be distributed based on call volume. Some of the cities that are not self-providing like Taylorsville, Herriman, Riverton, and Holladay, this was their only contribution. In going forward over the next year, these are issues that need to be addressed. John thinks that something controversial but needs to be discussed is since the funding mechanism has changed on the 9-1-1 side, do we look at changing the funding formulas on the membership side. It comes down to budgeting and policies. John requested input from the Boards. His plan is to take each of these issues and identify different months we will address these and his hope is that everyone will come prepared so that we can bring them to conclusion in one or two months. John would like to emphasize that the documents in the Dropbox aren't completely brought up in the meetings, but everyone has the ability to look at them, read them and make notes that you have. The Dropbox is shared with both the Operations and Trustee boards. This is a resource to everyone and it stays there as a reference. Gary Whatcott asked if the physical consolidation of VECC and the Sheriff's department would come together next year. He wondered if this was something we should add to our strategic planning. John kind of included this in the Bylaw discussion because it is by Bylaws that UPD is a part of this group. Scott Carver, in

our last meeting, commented that as far as he's concerned, it is still on. However, there have been a lot of rumors as to whether or not they are physically going to come or not. He also told us in the last meeting that he would do everything he could to whomever the new Sheriff is, which we know it is Rosie Rivera now, to convince them that this is where we need to go because of the Geo-Comm study and Legislation and finances. UPD spends about \$3 million a year on dispatching. If we assess them at the same rate we assess all of our agencies, at just under \$10.00 for police that comes out to be just about \$1 million. John feels this is something that is going to encourage the UPD Board to move on the consolidation as well. This is one of the things John wants to perfect in the budget meetings as well, and he has invited UPD to sit in on those meetings. The other thing with SB198 and with the bill the previous year, the only people that benefit from State 9-1-1 funds are those that are primary PSAP's, but UHP, UPD, UTA and U of U, and Granite School district are not primary PSAP's and cannot benefit from any of the State funding. Several years ago, VECC had an agreement with Salt Lake County that they would share their proceeds that come from the 9-1-1 fees with us on a 50/50 basis. Now, all funds are being sent directly to the PSAP's, beginning in September. John identified as a potential until the move is done is we will share the Counties proportion with UPD until we have the move. If the move doesn't take place then it's another thing to be considered. John has been up front with the Sheriff, Scott and Shane on this.

Kyle Kershaw mentioned that about a month ago, they lost connection, and in a matter of about 30 seconds, Police called and said they had lost connection. His TS department was trying to figure out the problem when they finally found out it was actually a disruption at VECC. He wondered if there was a protocol or can there be a protocol that if something like that happens, if a message can be sent from VECC to the IT guys so that they don't spend time trying to find a problem that isn't there. Mark Whetsel commented he remembered the situation and unfortunately, if he loses his internet connection, which now we know we should never do this in the future, he would have no way to email or notify anyone and he doesn't have the ability to reach out and call everyone to let them know. Kyle asked if they could discuss this amongst the IT group and see if there is any way to notify people. John asked Beth to put it on her user groups for further discussion.

There was nothing further to discuss at this meeting.

The meeting adjourned at 3:12 p.m.