

**SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

**BOARD OF TRUSTEES MEETING**  
*September 19, 2018 Meeting Minutes*  
**VECC Board Room**  
**5360 Ridge Village Drive, West Valley City**

**MEMBERS PRESENT:**

Mr. Scott Harrington; Taylorsville  
Mr. Mark Reid; Bluffdale  
Mr. Kane Loader; Midvale  
Mr. Brent Wood; Herriman  
Mr. Dan Petersen, UFA  
Mr. Kyle Kershaw; South Salt Lake  
Mr. Konrad Hildebrandt; Riverton  
Mr. David Dobbins; Draper  
Mr. Rick Graham, SLCO  
Sheriff Rosie Rivera; UPD  
Mr. Mike Shelton; Cottonwood Heights

**MEMBERS ABSENT:**

Mr. Gary Whatcott; South Jordan; Chairman  
Mr. Layne Morris; West Valley City  
Mr. David Brickey; West Jordan  
Mr. Dale Cox; Murray  
Mr. John Guildner; Alta  
Ms. Gina Chamness; Holladay

**OTHERS PRESENT:**

Chief John Evans; West Valley Fire; Operations Chair  
Chief Jeff Carr; South Jordan PD  
Mr. Justin Hoyal; UPD  
Mr. Dave Spatafore  
Ms. Ashley Spatafore  
Mr. John Inch Morgan, VECC Executive Director  
Mr. Mark Whetsel; VECC TS Manager  
Mr. David Sanderson; VECC Accounting  
Mr. Jeff Monson; VECC HR Manager  
Ms. Gigi Smith; VECC Operations Manager  
Ms. Beth Todd; VECC Operations Manager  
Ms. Leslie Devey; VECC Operations Supervisor  
Ms. Missy Widdison; VECC Operations Supervisor  
Ms. Ambir Widdison; VECC Operations Admin Assist.  
Ms. Andrea Partridge; VECC Admin. Services Manager

**APPROVAL OF MINUTES OF AUGUST 15, 2018 BOARD OF TRUSTEE MEETING**

**Motion –**

**. . . By Mr. Mark Reid, to approve the minutes of the August 15, 2018 Board of Trustee Minutes as written; seconded by Mr. David Dobbins; the motion carried unanimously.**

**UPDATE – UPD/SLVECC MERGER**

John Inch Morgan displayed a memorandum which he and Justin Hoyal put together to send out to all. There are three topics which will be discussed today, the first being on the budget. Several individuals met 2 weeks ago and put together a budget. They believe there will be a minimum of \$200,000 in savings by merging the two budgets together. For the first year, UPD will pay the difference of VECC's adopted budget and the costs of coming over, most of which will be in personnel, but there are also some significant savings that will be realized

in the first year. Dave Sanderson will create a new cost center and all UPD expenses will be charged to that and at the end of June 30<sup>th</sup>, after invoices are processed, they will determine actual amounts. John reported he looked over the last four years and took an average of what the costs were and then took the difference between what was spent and what would be spent coming over and where potential savings will be. As we adopt a new budget coming up, there are potential savings to the entire group based on economies of scale. Also, once we recognize UPD's call volume, they will be assessed like all the other agencies. Jeff Monson mentioned that many of VECC's benefits are fairly close with UPD. There are some benefits UPD has that will not be carried over; and there are others that VECC will adopt. Jeff discussed the proposal for handling holiday pay for the employees. UPD currently gives their employees 12 days off per year whereas VECC pays their employees for 12 holidays each year. It was proposed that the employees would be paid for 12 holidays, which would be rolled into their pay and then they would be paid time and a half for 8 holidays and they would get 4 days off. Jeff also discussed salary ranges with the different agencies and the struggle with losing individuals. VECC is currently 5<sup>th</sup> in the market. SLC pays \$1.42 more, Tooele pays \$0.78 more, UVD pays \$0.71 and Weber pays \$0.24. Rolling the 96 hours vacation into the base pay would move VECC to 3<sup>rd</sup> place in the market. Our hire rate would be \$17.29. Only those operational employees currently receiving the 3.70 hours pay for holidays would receive this increase in the base. John commented that he is not asking for an increase to our budget as he believes there are economies that can be used. In the next budget year, there will be things that will need to be discussed. Gigi Smith reported that there are three committees currently in place: the morale, scheduling and policy & procedure committee. Each committee consists of 2 supervisors, 1 from VECC and 1 from UPD and 4 employees, 2 from VECC and 2 from UPD. These groups have held at least two meetings and some of them are just about done. On the morale committee, they created a private Face book page, a great way for employees to get to know each other. A BBQ/Open House will be planned as well, and it will be opened up to families. With the scheduling committee, their first priority is making sure we have the coverage we need; enough people to cover the channels and answer the phones. It was also very important to them to know what type of schedule is desired by the employees. The policy & procedure committee will go a bit longer than the others because there are so many things to review. They have taken both agencies police manual and compared them and are now combining them into one. They have also gone through each city's manual and made sure the information is consistent. As new policies are combined and created, they will go to the Police User and Operations Board for approval. John mentioned that every two weeks, he is putting out an update to everyone. Mark Whetsel reported that overall, he feels they are on schedule or running a bit advanced of the physical move date. Justin Hoyal has contacted various vendors to get equipment moved and set up. All the wiring on the dispatch floor is completed. Justin and Mark have contacted NICE and VECC's equipment should be upgraded and ready for the additional 16 consoles by mid-October. Justin said their NICE equipment will stay put so that they can still maintain and record the jail and protective services. Mark has five UPD workstations in the VECC Training Room, connected to cad2cad and Versaterm and testing has been completed. UPD will remote in to access to the County network to access Versaterm, but the delay of the call coming from VECC down to those servers and back to these computers is very minimal. Mark worked with NICE to use the network to access recordings at UPD and it can be done from VECC.

### **LEGISLATIVE PREVIEW 2019 SESSION**

Dave Spatafore reported on a preview of the 2019 session. There are two or three bills he wanted to discuss. As of a week ago, in the 2019 session, the State has a budget surplus of \$800 million. 80% of this will be in the education fund, the other 20% will be in the general fund. Also, roughly 80% of this money is one-time money which means there won't be a lot of ongoing money in the funds. As of today, he believes there are three bills that could impact 9-1-1. The first bill was tried in the 2018 session and lost. Representative Brian King will run a bill that essentially requires that if you see an accident, you have to call 9-1-1. Chances are it will fail again this year. The other two bills come from Representative Wayne Harper. The first deals with money. Century Link wants to reconfigure how the 9-1-1 surcharge is charged, depending on lines and the new technology. Dave has challenged them to give us figures as to what this means. He hasn't seen anything yet. John said Wayne asked him to get with Century Link and try to find out what the impact would be from a dollar amount. John asked them to provide Wayne with a spreadsheet. The only thing that came back from Century Link was that they don't think it would be much. Wayne decided not to open up the bill at all without knowing what the fiscal impact would be and also by opening the bill just to take care of Century Link it could grow into all different kinds of amendments which he did not want to do last year. The other bill is a liability issue. Century Link would love to have immune from liability but they do have a responsibility. John said they want to

have the same protection if not better than government from any unintentional or intentional acts of their employees that may cause some liability to anyone.

### **OPERATIONS BOARD REPORTS**

Chief John Evans reported on the Fire portion of the meeting. They discussed the fire station alerting. There are two stations that have the new US Digital system in; there have been many good things that have happened as far as being able to use the system even before Hexagon goes in. From a fire perspective, it will help a lot with reducing times. They discussed the merger. On the CAD update, John Inch mentioned to them that on October 3<sup>rd</sup> at 1330 they will have a demonstration of the CAD system for the Fire part. There will be a few units out with the AVL to see how it can be dispatched. John Inch Morgan invited everyone to attend the demo on the 3<sup>rd</sup>. Chief Jeff Carr said the police meeting discussed code enforcement with the death of the officer from WV, people were wondering how this was being handled. They also discussed UCA and the reconfiguration charges with the radios. They received a UPD merger update along with Jeff Monson's HR update. The big discussion was the Hexagon project. There will be a meeting tomorrow at the Valley Police Alliance where John Inch will provide an update as to where we are at with the project. The big issue on the police side is the data conversion. He estimates that right now it's about \$450k for data conversion for Versaterm and over \$1 million for Spillman. Chief Carr does not see that happening. There is a fair amount of turmoil on the police side regarding Hexagon generally and he's asked that they be at every Police Alliance meeting to give a complete update of where they are going, if they've met their milestones and deadlines and things like that. If it's done correctly, hopefully it will calm things down. Chief Carr took Chief Doug Diamond's place and he is hearing from some of the police chiefs about the concerns they have. The concerns aren't really on the CAD side; it's more on the RMS side. One of the questions for RMS and Crime Analytics will be is this the best process. This is where Hexagon has had some challenges and is why they will be giving updates at each monthly meeting. Spillman has a 35-year old data base that has never been updated and it is very difficult for them to write a routine that will take this data and efficiently convert it to usable data for the crime analysts. They can do this but it will be very expensive. Then it will cost another \$350k for them to do this with the FATPOT system. Mr. Kyle Kershaw asked if law enforcement was comfortable with the RMS in Hexagon going forward. Chief Carr believes that if Hexagon is able to deliver the reported capabilities, then yes. There is some question about what they will really be able to get because they have had people who have gone to Hexagon conferences that have heard from other agencies they have had difficulty in configuration with the RMS. John Inch commented that he has been to some of these conferences and some of the complaints with records management are with a different product that what we are buying. Hexagon has offered an In Pursuit program, which is 12 years old, and some of the agencies complaining did not upgrade over the past 12 years their system. He said you had to look at whether its consumer related or vendor related. Informer is a module that will allow us to take information from Versaterm or Spillman and utilize it with the CAD. It's the inquiry server and it communicates with third-party connections.

### **Emergency Medical Accreditation – Information**

Leslie Devey reported that she received a call on Monday from Kim Rigdon, the Associate Director of Accreditation with Priority Dispatch, to let her know that VECC had unofficially been approved to be re-accredited in EMD. The application had been submitted a week early, which was a lot of hard work from our team. The reviewer commented that the application was meticulously completed. The documentation was easy to follow and completed, which resulted in a fantastic re-ace effort. She also mentioned that it was the easiest review she had done in the last three years. This is an honor to our agency.

### **Update – Fire Station Alerting/New Stations**

Beth Todd explained that she pulled two months worth of data, July of 2016 and July of 2017. These months were chosen because of the different ways that we dispatched at the time. July 2016, we were dispatching off just the chief complaint code. From the time the call was created, on average for medicals, until a unit was en route was 2:30. In comparison to July 2017, we waited for the final code and it increased the time to 2:50. Last month, the Fire Chiefs said they wanted to go back to the way it was done prior to, to shave a bit of time off. The other changes with Hexagon and US Digital will save even more time on top of that. On a structure fire, with the current system, it's 45 seconds to go through a recommend on Spillman and 45 seconds for the Zetron system to start sending out station tones. Going forward for call processing times, the next report coming out will break down the 2:30 period of time, from the time the call is received to the time units are paged, to the first unit in route. John Inch commented that Pro-Qa has been more flexible over the past few

years as we have been making recommendations on the structure of the calls. It was rigid in the beginning and they have implemented some flexibility and allowance and still are compliant with their protocol. If the caller gives the information, we don't have to ask the questions again but can just implement that into the call itself. On the Police side, many of the unnecessary questions have been removed or modified. We have the ability to engage the caller rather than be constrained by the protocol itself. Beth mentioned you can even customize the protocol to each agencies need as far as instructions go and information we need to provide to the caller.

### **UCA Radio Configuration**

John Inch Morgan has been working and meeting with UCA on reprogramming radio so that each entity has their own talk group. Draper and South Jordan had been on the same channel, but we wanted to give Draper their own talk channel. This gives us more flexibility to be able to patch and un-patch groups together depending on what's going on. To provide a talk group to Herriman, it would cost \$190,000 paid to UCA to touch each radio. At first, it was that they had to touch 7,000 radios throughout the Wasatch Front to get the same display that says Draper radios; then it went to 13,000 radios, which included Public Works, UDOT and some others as well. The cost just to touch the Draper radios was about \$2,700; the South Jordan radios would be \$2,100. In less than 18 months, everyone will be on the new radio system and they'll have to touch everyone's radio. For 18 months, one thing we may not have is something on the display that says Draper PD, which is an officer safety concern. If there is an event, having everyone try to find Herriman on the radio, going forward, will be a concern. John feels if we have a major fire in Draper, we can direct everyone to a specific channel, which would be much easier to find. He is also trying to work with UCA to understand where the \$190,000 comes from, when SB198 provided \$0.15 per line for radio support. A lot of that goes to building the backbone and replacing towers and equipment within the system throughout the state, but when you look at a charge per radio just to touch them and \$200 to write templates, it seems a little expensive. One thing John feels the Board needs to do is adopt a fee schedule going forward. But when we have qualified individuals who are radio techs, certified on Motorola radios, they should have the ability without our group to help program those radios. The issue with UCA right now is they did not have a replacement program for about 15 years.

There was nothing else to discuss at this meeting.

The meeting adjourned at 13:41 p.m.