

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD

January 14, 2016 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City

MEMBERS PRESENT: Chief Bryan Roberts, Draper Police, Chairman
Chief Craig Burnett, Murray Police
Chief Shane Hudson, UPD
Chief Jeff Carr, South Jordan Police
Chief Gil Rodriguez, Murray City Fire
Chief Ron Morris, South Salt Lake Fire
Chief Marc McElreath, West Jordan Fire
Chief Phillip Quinlin, West Valley City Fire
Chief Kyle Shephard, West Jordan Fire
Chief Jack Carruth, South Salt Lake Police
Chief Reed Thompson, South Jordan Fire
A/C Paul Brenneman, Cottonwood Heights Police

OTHERS PRESENT: Chief Randy Thomas, UPD
D/C Clint Petersen; West Jordan Fire; Fire Users Chairman
Warren James, UFA
Capt. Bob Fitzgerald, West Valley City Fire
Dave Shopay, West Valley City
Phil Brown, Tech. Services
John I. Morgan, VECC Executive Director
Jeff Monson, H.R. Manager
Mark Whetsel, TS Manager
Gigi Smith, Police Manager
Terry Shaw, Operations Supervisor
Dan Skidmore, TS
Leslie Devey, Operations Supervisor
Chris Dunn, Operations Supervisor
Andrea Partridge, Admin. Services Manager

APPROVAL OF MINUTES, DECEMBER 10, 2015 OPERATIONS BOARD MEETING

Motion –

. . . by Chief Marc McElreath, that the minutes of the December 10, 2015 of the Board of Operations be approved as written; the motion was seconded by Chief Jack Carruth; the motion passed unanimously.

USER GROUP REPORTS

Fire Users Group

D/C Clint Peterson reported that VECC has completed 3 months of EFD calls and the information has been sent in for accreditation. Last month, they received the lowest non-compliant percentage they have ever received, at 1%. On the EMD version 13 update, Vint and Lin are working on this, creating a spreadsheet of all the nature codes and what response each agency sends to each code. Everyone will receive a copy of the spreadsheet to review and make recommendations on their responses. Lin would like to go live on March 1st. The version 13 updates also bring the need for the VECC medical director to make some decisions on protocols. The medical director has requested to know what other agency dispatch center medical directors decisions have been to see if they are standardized. Terry Shaw advised that VECC is working to set up a meeting with the different medical directors in order to discuss some of the changes of the EMD version and which direction to go. Warren James made the recommendation that one of the agencies medical directors who can speak for the field units and Dr. Julie Fox, who is over the District protocols to attend the meeting also. They discussed the CAD RFP, which will be discussed later in this meeting. They talked about daily rosters, and Beth asked the agencies to put the unit ID number next to the person's name. On radio log times, Beth indicated that a question had come up on 2 different scenarios regarding status time changes. It is very difficult after the call has been closed to include time changes on the RMS. If the units are going to do this, it was asked that they do

it before the call is closed and they go available. Otherwise, it will be added in the narrative but it won't show up in the log sheet. As of January 7, 2016, West Jordan moved their heavy rescue to Station 54. This includes ladder 54, medic ambulance 54 and their heavy rescue unit. In the metro meeting, it was mentioned that this move would increase their response times for their extrication and heavy rescue in West Jordan to the East side of the city. There was an agreement at the meeting that they would go ahead and send the closest unit and if it becomes an issue down the road, it will have to be addressed at that time. Most of the major accidents are on Mountain View Corridor and they can help cover 6200 and 7400. It will affect truck 83, as they will come into West Jordan.

Law Enforcement Report

Lt. Randy Thomas reported that they discussed runaways, the Chiefs agreed that when a call is received, officers should be dispatched where the parent is reporting the runaway, which is usually the last place the juvenile was seen. If a parent is calling from another location, the optimal assignment would be where the juvenile was last seen, to at least start the investigation. There will most likely be mutual responsibility and they will need to discuss who will take the initial and how the follow up will be received from there. The exception to this is JRC. They discussed timers and it was decided that they would be kept on and officers would give the discretion to suspend the timers. VECC Supervisor Rion Phillips will be starting up the Animal Control meetings again, the next one will be held February 18, 2016 at 1300. If anyone has information or wants to give input, they can speak with Gigi and she will pass on the information to Rion. Gigi brought up that VECC is trying to establish a generic heavy duty wrecker list. Amongst the agencies, many of the towing lists, the towing coordinators have determined who is appropriate and they've done the background investigations and figured out who they want. Gigi will gather input on this and establish a list and take it back to the coordinators for review. They discussed whether they would be interested in having a secondary event channel where if it's scanned, valley-wide atl's and bolo's can be heard. It was unanimous to stick with what they are doing already. When a bolo or atl is put out valley-wide, it is rare that they can put it out all at once and grab every air, so they are put out as they can across the individual airs. On the Card call-out list, they added Salt Lake City and added a third platoon, so now there is an A, B and C platoon. Salt Lake City, as of last week, was not quite ready to put this out or have that paging ability, but they are almost ready. VECC can put it out through their system. It has been extremely busy. On the DCC system, they asked for more clarification and a short tutorial on how this really works. There are 2 basic reverse 9-1-1 notification systems, one is through the Child is Missing or in Danger alert. Some of the capabilities of this are the geo-fencing is by zip code. The OIC is the one who can authorize this. It's only a landline notification and it does not hit cell phones. It can blast up to 5,000 per minute, which can sometimes clog the system. It is very difficult to get cooperation with that entity after 2200 hours and before 0600 hours. VECC has the EMS system and has an MOU with Salt Lake City, so if SLC needs to use this, they contact VECC and they will put it out. The OIC can authorize this and it is a landline as well as a registered cell phone notification. Currently there are 11,000 participants in the data base. The radius can be streets, circles, or hand drawn fences. This is capable of deselecting areas as well. This is a 24/7 option. On both of these, once VECC comes up with the wording, they will verify with the OIC and then push it. Leslie brought up on EPD discussion the clutter than comes into the narrative. EPD is looking for resolution or options from the Police Users to get rid of the clutter, and they voted unanimously on the common sense rule and are passing it onto the Board of Operations to approve this. There will be a presentation later in this meeting to give the Board more information.

Technical Services Report

Phil Brown reported they met on January 7, 2017 and they discussed body cam issues some of the departments were having. They were comparing some different hardware some of the other agencies are purchasing. They also discussed double authentications being deployed in some of the cars. Spillman came in and they spoke about citation updates that would be released mid-year and they also discussed training on this. They also informed the users that their new sales rep, Skyler King. They also discussed tools that will work with Spillman 6.2.

EXECUTIVE DIRECTOR'S REPORT

Public Safety Software Update

John wanted to show the Board members the slide program he put together for the COG meeting last week. It shows the rating of the 4 finalists followed by their ratings on the demonstrations they provided. John is still in the middle of working on the final and best offer and contract. This has been delayed a bit due to trying to identify all of the components that they will be purchasing. In the Intergraph bid where they are right now, the RMS and other items are all part of the overall price. They gave pricing on the full suite. The Police RMS would be part of the package. From the beginning, they don't have a Fire RMS, and the integration price would be part of the overall price to integrate the RMS systems that each fire department has on their own. This is the question being worked on right now, whether everyone goes with the same RMS program or deal with an

integrated type of a product to move forward. There were a few RMS demonstrations about a month ago and a number of questions were raised. One thing they don't want to do is purchase a product that does less than we do right now. There are still a few questions out there. Right now, they have requested and received a list of all the agencies throughout the US that use Intergraph and either their previous RMS version or their web RMS, which they are migrating to. Chief Diamond and a few others from Salt Lake City are looking at this list and they will follow up on these things. He will then come back and report on his findings and recommendation. The goal is to have all of this completed by the end of January. In doing some site visits, many questions were resolved and some still need to be resolved. Intergraph has changed their name since they submitted their proposal to Hexagon. In looking at the full suite, because it's window-based, it gives the capability to configure almost any report needed. It is extremely intuitive. In looking at a CAD system, it's tables and information. Intergraph is the only vendor who is 100% compliant with the latest edition of FBI's criminal justice. It has the capacity as field commanders to see where your people are. If you have AVL in your cars, smart phones, etc, you will not only be able to see the vehicles rolling up but if someone is on foot, you can see where they are going. It also gives the ability to re-dispatch from the field. Configuration and customization are both available. John offered to the Mayor's to come out to City Councils and brief them and he is happy to come out and to any of the agencies wanting further information.

BCI Compliance Letter

John just wanted to let everyone know he received a letter of acknowledgement of compliance with BCI. He will send it out to everyone for their files.

Fiscal Year 2016-2017 Discussion

John knows that many of the agencies are putting together their budgets right now, and he will have a budget presentation at the next month meeting. He believes there is no anticipated increase in the budget which means assessments should remain exactly the same. There are only 2 payments on the building bond this year which will free up \$400k and the assessments may actually go down. This is a discussion the Boards will have. Something to take into consideration is the State 9-1-1 fees assessed on every phone line have been diminishing over the past 2 years. John's calculations in working with working with the State Auditor is that overall in the County, VECC is down approximately \$200k from where we were the year before. John is working with Senator Harper on changing the distribution. There is an audit going on right now by the Legislative Auditor General that is looking at the State 9-1-1 fees and how they are being collected, distributed and used. The \$0.61 isn't in question but the other funds going to grants and things are what they are looking at. They have also recognized the fact that in all likelihood the distribution formula being looked at right now, looking at the funds being distributed based upon where the phone is registered is probably not the best way to distribute the funds. They are looking at a new combination in the new legislation where population and calls for service are looked at. There are a few areas where their distributions would go down, but John believes it's a fair way of distributing. It's something to be looked at as the dynamics are changing. More and more people are getting rid of their landlines and radio technology is changing. Chief McElreath asked if the \$200k in decrease is because of the distribution method or less cell phones being out there. John thinks it's overall. The funds going to Salt Lake County Government probably have a greater drop than anything. He says overall it has started to decrease. The \$200k includes Salt Lake City in the calculation and they have a big decrease as well. For VECC it will probably be around \$120k difference than where we were last year. The other alternative which should at least be discussed is whether we follow Weber's example and start looking at a Public Safety Communication District so that there is a dedicated fund. This will raise a lot of questions as to if it's appropriate or not, but John feels it should be discussed.

Budget Committee Membership Appointment

John explained that last year there was an informal budget committee. He would like to ask this year that there be a few members from the Board of Operations appointed to sit on the Committee to discuss some of these issues. Then they can bring back recommendations to this group who will make recommendations to the Board of Trustees. John asked for nominations and asked for 2 police and 2 fire representatives. Chief Ron Morris nominated Chief Marc McElreath and it was seconded by Chief Gil Rodriguez. It was asked what the time commitment would be. John said there would be trimester reviews. Two of those times would be a 45 minute meeting to just review the status mid-budget. He will have a committee that helps him prepare the budget, and he would like to meet before February as he is preparing the budget now and review benefits. This will probably be a 2 hour meeting. Chief Marc McElreath motioned to appoint the Chair and Vice Chair to the Budget Committee. Chief Jeff Carr was also nominated.

Motion –

. . . by Chief Marc McElreath, to nominate himself, Chief Bryan Roberts, Chief Andy Butler and Chief Jeff Carr to participate in the Budget Committee; seconded by Chief Phillip Quinlan; the motion carried unanimously.

John had discussions with a few of the Chiefs and the question came up about the assessment policy. John has put together a packet he will be sending out he would like everyone to review. It looks at the calls for service, how the assessments were developed, based on a rolling average, and what is included. This will also be ready for the next months' discussion. This also gets into the budget, based upon the 3 year rolling average which the assessments are made upon. There is no change on the assessment to the overall dollar yield coming in to VECC, but if an agency has had a very active year, it may or may not go up due to the 3 year rolling average. John will be getting into this and will send out the information. He asked everyone to review it and come up with any questions he can answer at the next meeting.

POLICE CALL PROCESSING DEMONSTRATION AND DISCUSSION

John indicated that this was something being looked out, what is coming out on the screens, what the officers are seeing and if there is any clutter to get rid of. Leslie Devey explained that with EPD, one of the complaints that has come back from the field units and Chiefs is the way that the calls look on the CAD screens. In working to improve the questioning, the Academy has been working on the back side to improve how it looks on the screen. EPD interfaces with Spillman and we can go in and set parameters of what to show and not to show. Currently, we have the strictest settings there are. It was discussed in the DRC to take the setting down to a level 5, reduced just a bit and not quite as extreme until the officers see how it operates. Dan Skidmore explained that they are trying to take out duplicate texts and those texts that are not necessarily needed. He gave examples of an original call and then the same call with information removed. Leslie requested a motion from the Board to move forward and go with a level 5 setting. Some of the Board members were concerned with questions not popping on the screen that have already been asked. Leslie agreed that there would be education associated with turning questions off and trust on the officers part that dispatch is asking the appropriate questions. She said if the question didn't show up on the screen, the answer to the question was no. The disconnect to turning off "no" questions is that they won't show up in the narrative. Each question is rated differently. Weapons, violence, injuries and things of those natures will always show up on the narrative. Children, or no-children at location was considered low priority by Priority Dispatch. So in turning off the lowest level, those answers would disappear. Specific questions cannot be turned on or off, it's based on the category of the question. The general feeling was that the benefit of removing one line will cause more air traffic, and they weren't certain it was worth it. Chief Roberts wondered if this demonstration might be useful for the Police Users group before it's voted on. Chief Carruth was okay with removing the chief complaint and leaving everything else in place until they get a better feel with everything.

Motion –

. . . by Chief Carruth to remove the chief complaint from the narrative; seconded by Chief Jeff Carr; the motion carried unanimously.

NEW BUSINESS ITEMS FOR FUTURE MEETINGS

There was no new business to discuss.

Round Table Discussion

There were no items to discuss at the round table.

The meeting adjourned at 11:18 a.m.