

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD

February 11, 2016 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City

MEMBERS PRESENT: Chief Andy Butler, Chairman
Chief Bryan Roberts, Draper Police, Vice 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 Police
Chief Doug Diamond, West Jordan Police
Chief John Evans, West Valley City Fire
A/C Paul Brenneman, Cottonwood Heights Police

OTHERS PRESENT: D/C Clint Petersen; West Jordan Fire; Fire Users Chairman
Warren James, UFA
Sgt. Dave Harris, Police User
Dave Shopay, West Valley City
John I. Morgan, VECC Executive Director
Jeff Monson, H.R. Manager
Gigi Smith, Police Manager
Beth Todd, Fire Manager
Leslie Devey, Operations Supervisor
Andrea Partridge, Admin. Services Manager

APPROVAL OF MINUTES, JANUARY 14, 2016 OPERATIONS BOARD MEETING

Motion –

. . . by Chief John Evans, that the minutes of the January 14, 2016 of the Board of Operations be approved as written; the motion was seconded by Chief Doug Diamond; the motion passed unanimously.

USER GROUP REPORTS

Fire Users Group

D/C Clint Peterson reported that the EFD accreditation application has been turned in and VECC is waiting to hear back from the academy. So far 7 of the 20 points to accreditation have been approved and passed off. On the EMD version 13 updates, they are still on track to meet the go-live date on March 1, 2016. Lin is still working on the spreadsheet of codes and responses of the agencies and she will send them out as soon as they are completed. On the DRC update, for now, the academy is not putting in any special watches in place on the Zika Virus, but they are working with the CDC in the event it becomes necessary. They researched a gunshot wound call where the complainant son shot himself with a reported BB gun. They wanted to know what type of response to use because it was a BB gun. It was recommended to send an ALS response since they don't know it was a BB gun for sure, and it can do just as much damage. It is to be coded as a regular gunshot wound. On hazard flags, VECC has found that there has never been a written policy on entering hazard flags into the CAD system. They are in the process of developing one now. Part of the policy will be who can request a flag attached to an address. The agencies will receive a copy of the hazard flags already in the system, to be updated and validated. With the new CAD, all hazard flags will be revisited on a yearly basis. In the meeting, Beth indicated that VECC has been receiving calls from Questar asking for either police or fire to assist with evacuations. There have been a few different types of these situations. The fire department is already on scene, but not at the location where Questar wants them to evacuate. The calls should always be processed as a fire call even if Questar asks specifically for police and then if police are needed, it will go through the Fire Incident Command. They discussed budget and specifically the 4th fire channel. 9-1-1 revenue is projected to be far below what it has been in the past. VECC is looking at the impact that it will have on the 4th channel that usually comes out in the summertime. It could be open for fewer hours during the day or for a shorter period of time. To help in assisting with this, a sub-committee will be started to look at the fire dispatching process. They

had 2 volunteers to assist in this committee. There was a suggestion that the Board of Operations could appoint 2 more people. Beth commented that they have been dispatching fire basically the same way for the past 25 years with a sender and tender. They want to look at different options and ways to more efficiently dispatch. Chief John Evans volunteered to assist. SSL fire has taken their hazmat 42 out of service and hazmat 73, 109, 126 and the city, hazmat 6 will be covering for them. There were changes in the alpha calls with Murray city. They also discussed delays in dispatches between VECC and SLC. In order to better determine where the delay may be, they requested that the Fire Users provide Beth with a case number so that she can look at them individually.

Law Enforcement Report

Sgt Dave Harris reported that the Police Users group met on February 4, 2016 and Lt. Thomas from UPD wanted to express his thanks to everyone who stepped up and assisted with the Barney funeral. They got a great response and he expected with all the different computer systems and dispatching, they would have a difficult time, but it went surprisingly well and he was very happy with it. They also discussed the KQAI changes to dispatch, which is basically every question the dispatcher asks is given a ranking of importance, and then it's displayed on the screen. In an effort to cut out some of the extra stuff an officer has to sort through to get to the importance of the call, they are deactivating some of these questions. After much discussion, it was decided to deactivate the duplicate questions and the description essential header questions which will cut out duplicate information on the screens. They will be going through more questions at the next meeting to deactivate more of the low priority questions so that there is even less stuff to read. John reminded everyone that the question will still be asked by the call taker but it won't show up on the MDT. On the send protocol, if an officer calls dispatch on the phone and gives call details, they will not have to go through the same list of calls that a normal caller would go through. They discussed hazard flags and one thing they hoped for was if there is a fire hazard placed on an address that police would be notified as well, and vice versa. They talked about extended code 4 checks, with them currently coming every 4 minutes. Each agency handles things a little bit different but it is up to the officer if they want to extend checks, he will tell the dispatcher what he is looking for and they will accommodate.

Technical Services Report

There was no one from the Technical Services group to report this meeting.

EXECUTIVE DIRECTOR'S REPORT

Public Safety Software Update

John commented that as they have been going through the CAD and RMS analysis, they have done some peer-to-peer reviews, identifying different locations with the same software. They have gone and visited them very candidly about their experiences with the software, implementation and any problems they had. If there were difficulties in the implementation, they wanted to be aware of it and include it as a performance measure in the contract itself. They recently went down to Dallas and had a phone conversation with a center in Boston. Chief Diamond reported that neither location is using the Web RMS but he feels it is still important to look at what they said and did. Dallas had implementation issues that weren't necessarily software-driven. Overall now, they have worked out a lot of those systems and did a lot of their own training and manuals and system testing. Boston said they implemented the whole system where Dallas only has their CAD system. Boston said their CAD project went very well, but not so much with on their RMS. Much of their problems were going from a non-compliant system to a compliant one. They did say it took a long time for them because they didn't have anyone on site during the RMS go live and part of our contract is to have someone here that can make those changes. As a committee, they all felt comfortable enough to move forward with getting the contract further negotiated, getting the price where it was needed, and making sure there are some concessions. There will be some major changes in the way things are done and we will need to resist the urge to make it look similar to what we are doing now. Chief Evans felt that it was a good product and would help them. John said that one of the biggest concessions is that they will come in, stand up both the CAD and RMS system and run it for at least 30 days. If it's not accepted or there is a failure, the 30 days start again, once we give them the opportunity to correct the failure. They are very confident and will guarantee that we will use it and like it. The same committee that did the selection will be the decision-making body, making the decisions when there are conflicts with different agencies wanting to run things a certain way. They will make sure everything runs smoothly. This group consists of Chief Evans, Chief Diamond, Sheriff Winder, SLC Chief Dale, Scott Freitag and the 2 VECC coordinators. The go live date will be about 18 months and everyone will be tasked to attend training at between 6-8 weeks out. As far as negotiations go, John spoke over the phone a few times with the CEO of Hexagon, David McDonald. He gave us the concessions in writing. Part of it is the stand up of the complete system where we can accept it or not. They will make any changes necessary. Also, in the contract, if there are things we feel are important that the system doesn't do, it will be written into the contract as a performance measure. These are huge things. John feels they are willing to make some of these concessions because this has been

competitive and they have many local technicians as well as their sales rep for the Western US lives in Utah. John mentioned some of the difficulties to him of some of the things that were witnessed at the site visits. They said they have changed their model and have acquired companies, which were some of their issues. The contract is being drafted right now. Bill Romesberg, the consultant is taking the lead on this. John has also put together a legal team to help review the analysis. It will be made available to everyone once it's completed. John published a sample contract with the RFP, most of the vendors have seen it and it's available to everyone here as well. They have accepted mostly everything in it and the few exceptions were not a big deal. John asked them to give some guarantees including that they will purchase a performance bond. He feels pretty good about the contract and where we are right now. Chief Roberts wondered why it would take 18 months to implement. John indicated that 18 months is pretty typical based on what they have seen. The first 4 to 6 months after the contract is signed, Hexagon will come in and review business practices and what everyone is doing. After that, they have to go in and touch each computer, and then comes the training which is the biggest part of what they are doing. It will be a significant time commitment for everyone using the system. Chief Diamond commented that part of it includes mapping everything appropriately and making sure all the codes are entered correctly. He has been part of 2 implementations and they took longer than 18 months, from the time the contract was signed to the actual implementation. There will be issues and they wish to minimize them as much as possible. There was concern with Spillman and double payments. This hasn't really been discussed yet, but they are hoping not to pay for both at the same time. Most of the payment for this system will not be coming from the municipalities. There is funding together and the first year; there should not be much of an impact. There will be costs to move over, depending on exactly what is selected. Also asked was what the maintenance costs, ongoing, would be on the new system. John explained that 2 years ago a fund was created, a CAD restricted fund, where \$0.03 off every phone line contributes to this restricted fund. It generates between \$2.1 million and \$2.5 million per year. This is where the funds will be drawn from to pay for this. The application has been put in for this and John was told that this fund was created for this CAD project. John is asking for \$6.5 million in funding for this project. The County is also providing funds as well. On the restricted fund, in order to receive money from it, it is required of each agency to contribute 20%. We are covered with the funds coming from the County. The training will be about a week for each officer including a few days on the CAD and the rest on the RMS. It will be a hands-on training and there will probably be a site out at SLC and one here at VECC and then there will be computers at the different agencies and departments for everyone to keep up on it. John indicated that Hexagon will be using representatives from our group on their Development Board.

Legislation

John was asked to write 3 different pieces of legislation, one of which will probably hit the floor, which doesn't have a huge impact but deals with responses and multi-line devices such as PBX. As a phone number pops up on the screen and gives an address, it could be in various locations. This will require multi-line managers to give specific information. This will assist in getting the right people to the right place. The second one deals with the state audit. Last year Senator Harper put together a bill that asked for an audit of the 9-1-1 system, specifically the funding of the system itself. The audit itself goes through how funds are being distributed, how they are being used and making recommendations on changing this. Right now, it's been distributed based on the registration of each phone line. Land lines are easy because they stay in Salt Lake County. If you look at the registration of cell phone lines it's not as discrete in identifying where the funds are going. Beyond this, there are complaints state-wide where people are recreating in different areas, where they generate a number of 9-1-1 calls, but the revenue based on residency is not an efficient allocation. One of the recommendations from the Legislative Auditor General is to look at a redistribution of these funds based on calls rather than where the phone line is registered. The \$0.61 per line generates about \$21.6 million per year, which is what they are looking at dividing out. John has been working with the Tax Commission to resolve the decline in funds to VECC. VECC's revenue has declined by about \$700,000, if the projections continue the way they are going right now. He doesn't believe that many people have dropped phone lines. Over the past 2 years, we would assume that in Salt Lake County as a whole, we have lost about 50k phone lines, which doesn't sound correct or acceptable. The Tax Commission has made errors in the past, 4 years ago they dumped most of VECC's money in the wrong accounts and Salt Lake County had to make up for this over a period of time. The money was mis-distributed. At the very least, we need to understand why the funds have gone down, when the funds in other areas have gone back up. John has an appointment today at 2:30 p.m. with the Tax Commission and he's taking the Legislative Auditor along and Dave Sanderson to present to them his analysis and to get some answers. John shared a spreadsheet with the Board, tracking funding, from January to December, and currently we are down by a significant amount. Dealing with this decrease, we can cut back in expenses which is difficult to do on an ongoing basis, or looking at other sources of revenue. The last few years are most significant in looking at all of Salt Lake County. He will be verifying these numbers before he presents a budget, which he will do next month. In reviewing the expenditure side, the budget is going down due to looking at every category. John is counting on only 2 more building payments as a cushion because of the revenue source is going down.

FISCAL YEAR 2016-2017 BUDGET DISCUSSION

John asked the Managers to discuss their departments as far as personnel and utilizing the individuals we do have. Everyone knows dispatch has a relatively high turnover rate. The trend has changed a bit and the training costs won't be as much of a factor as they have been in the past.

Personnel

Jeff Monson reported that at year end, he did an analysis to compare the past as well as projecting hiring moving forward. In 2014, one of the rougher years, we were at 34% turnover. This was the year we had employees leaving for other jobs. The salary was a little low, starting at \$14.91 per hour. There were many challenges with this rate. The Board gave us the approval to raise the start pay to \$15.19 per hour. In 2014, 15 employees left due to other jobs and the majority of their reasoning was leaving because of the pay. There were other issues as well such as stress. The other significant reason was personal reasons, such as family reasons, the shift work and stress-related issues. 34 total employees were lost in 2014. 31 new employees were hired in 2014. Because training is done in an academy-type style, it's best to wait for a group of applicants to start at the same time and we typically hire 3 – 4 times each year. Last year, 2015, we lost 5 individuals due to wage issues. We also lost people due to personal reasons, such as shift work and stress, with a total lost in 2015 of 21 employees. 32 employees were hired last year and the turnover rate was 25.6%. Hopefully, the turnover will continue to go down. Currently, VECC is down 7 employees overall. There are 4 in training right now, which puts us down 11 available employees. There is a lot of cross-training going on which causes some openings as well.

John added that there are a few changes made this year to assist in good floor coverage which includes Supervisors working floor time, which varies depending on the needs. Gigi Smith commented that they are trying to do more with less. The training program we have has been streamlined so that time is not being spent on things that aren't necessary right away. The Supervisors are working shifts on the floor and the focus has been on cross-training as well giving the floor more options. Beth Todd explained that in the past the focus has been on Call Taking, but with some of the turnover and retirements, some of the more seasoned people have left, leaving the openings on radio channels. There is a lot of training happening on radio channels right now, on both Police and Fire. It will just take time to move everyone through the trainings, which takes about 12 weeks on Police and 12 weeks on Fire.

Expenditures

If everything stays the same with revenue, John is looking at about a \$310,000 deficit to come up with. This is why he cannot put out a budget right now until after his meeting with the Tax Commission. If their numbers are correct and they have really lost 50k phone lines, he will need to look at some other alternatives. John will have for Trustees next week information where he has perfected these numbers and he invited the Operations Board to attend as well. The meeting is next Wednesday at 2:00 p.m. The information he has will be forwarded to everyone prior to the meeting in order to have a candid conversation. Some information he does have includes call volume for the past few years. The three-year rolling average will affect the member assessment, which is based upon total expenditures.

NEW BUSINESS ITEMS FOR FUTURE MEETINGS

There was no new business to discuss.

Round Table Discussion

Chief Gil Rodriguez mentioned on the Police Fire Memorial Foundation, they contributed money for Officer Barney. He spoke with Chief Roberts and they are going to get together to give everyone an idea of how the foundation works. Right now, the employee contributes through payroll deduction and then the city makes a check out to the Foundation each month.

Chief Diamond mentioned he went to Priority Dispatch and discussed EPD with them and told them it wasn't working. They found out that it may not be just them, but on us as well. He is going to develop some specific examples and take it back to them. They said they are willing to change things but according to them, they haven't received many changes. They are making optional questions that can be asked which can be turned on or off depending on the desire. He said they pushed a lot of the issues back onto the training of the Call Takers.

The meeting adjourned at 11:52 a.m.