

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD

*March 10, 2016 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City*

MEMBERS PRESENT: Chief Andy Butler, Chairman, South Jordan Fire
Chief Robby Russo; Cottonwood Heights Police
Chief Phillip Quinlin, West Valley City Police
Chief Doug Diamond, West Jordan Police
Chief Jeff Carr, South Jordan Police
Chief Marc McElreath, West Jordan Fire
Chief Carruth, South Salt Lake Police
Chief Ron Morris, South Salt Lake Fire

OTHERS PRESENT: D/C Clint Petersen; West Jordan Fire; Fire Users Chairman
Warren James, UFA
Lt. Randy Thomas, UPD
Isaac Zenger, Tech Services Chairman
Dave Shopay, West Valley City
John I. Morgan, VECC Executive Director
Jeff Monson, H.R. Manager
Gigi Smith, Police Manager
Leslie Devey, Operations Supervisor
Terry Shaw, Operations Supervisor
Andrea Partridge, Admin. Services Manager

APPROVAL OF MINUTES, FEBRUARY 11, 2016 OPERATIONS BOARD MEETING

Motion –

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

USER GROUP REPORTS

Fire Users Group

D/C Clint Peterson reported that the EFD accreditation has been submitted and they are waiting for the site visit. The EMD version 13 update has been extended to mid-March. They discussed the CAD which John will talk about further. If anyone wishes to participate in the UASI Lights Out exercise and they need VECC to assist with the exercise, please get a hold of Beth for assistance. They discussed the daily fire roster, which they haven't had for quite some time. A suggestion was made on another way to view other agencies on-call employees and units out of service or in training, they are still researching this further. Beth mentioned the alerting options for the 9-1-1 activations. There are 2 types, a mass call out, which is a 1 minute call where 50,000 homes can be reached. There is a fee of \$3500 on this. The free activation will do 48 calls per minute.

VECC SERICE AWARDS

Gigi Smith presented Chrise Vawdrey and Shelly Morehouse with their VECC service awards. She also presented Rosa Arballo with a commendation from Sgt. Kevin McLaughlin.

Police Users Group

Lt. Randy Thomas reported that VECC has been working on a heavy duty wrecker rotation list through the tow coordinators at multiple agencies. Part of this is realizing that some of these heavy equipment companies aren't the most reliable or have suspensions. Along with this, Supervisor Rion Phillips will be hosting the Animal Control meetings on a quarterly basis. At their last meeting, they recognized that they haven't been advising of all calls holding, which will now be conducted in the same manner as patrol so they don't get a large backup of calls holding. They will get complainants last names involved so that the RMS records and case reports can be more detailed and complete. They will include in the interrogation if there is any need for medical. The Hold Until calls were brought up, some agencies are doing these differently. This is a call or repeating call, such as a check on a rec. center. A single case number is initiated and reinitiated so that a new case number isn't generated each time. Gigi mentioned that Chief Diamond discussed from the LEEDS meeting with Missing

Endangered and Run Away information that it was determined that the officer should at least respond to the callers address to get the most valuable information. There was some confusion from the Police Users Group on this, but they have determined to find out where the best information is to start the investigation. If it really does have the last scene location, give it to an agency as an assist and don't refuse to take it. If it's refused, the agencies where the runaway has reported from will probably have to step back in and take it. Chief Diamond brought it up to clarify it, the person calling in is probably the person with the most information at the time. Wherever the person is that has the information, that's where they would be dispatched to. Then that officer can determine who will take it and where the best place is to take it. Lt. Thomas mentioned that another point brought up in the Police Users group is right now, with the different RMS systems, historically, where the juvenile lives is where the RMS information will be the richest. Gigi Smith said that the spirit of cooperation is getting much better. It used to be that if an agency had to cross boundaries, there were issues. Now with SLC and Sandy attending the meetings, everyone is discussing this more and everyone is working together. Gigi brought up MCOT and the question was if a complainant calls into VECC and asks for MCOT, do they want to be referred or initiate a case and the users would prefer a case to be initiated as a welfare check. They don't want to send MCOT over and find out there are serious issues. VECC is taking this direction. Lt. Thomas brought up the booking restrictions that had gone into effect and he distributed an email with a web link. He hasn't received any call backs on this. He has asked the jail to give them a real-time web link where they can look in and see what the current restrictions are. In follow up to a previous meeting, the hazard files are being reviewed and cleaned up, however, there is one project that is a priority which will be done shortly. At this time, each agency will get a copy of their hazard files to review them and request what they would like cleared from their system. 2 days ago, Intergraph was in town for a few hours. They did site visits at VECC, UPD and SLC.

Tech Users Group

Isaac Zenger reported that things were running smoothly for right now. The biggest items is the VECC GIS pilot is going well and expected to be finished up by the end of the month. There are no major Spillman or FatPot issues at this time.

EXECUTIVE DIRECTORS REPORT

Public Safety Software Update

John Morgan mentioned that people from Intergraph have been in town the past few days. They did site visits, and the purpose for these is to assess all of the equipment everyone has to look at configuring the hardware. Mark Whetsel went along and they reviewed the feasibility and infrastructure at all three locations. They are busy formulating the best options to present back to the committee so they have valid information to relay. He felt it was a very good meeting and he is looking forward to working with their team. Yesterday, Bill Romesburg and John talked by phone, along with the Intergraph people here and they went over the draft contract which has been submitted to them. With the RPF, John put in a sample contract and asked the vendor to determine if they could abide by that contract or if there were exceptions. Intergraph said they could abide by the contract. Since that point in time, John has been perfecting the contract and asking for more elements such as standing up the CAD and RMS system within a short period of time and having it up and running without error for 30 days. If there is an error, the 30 days begin again. If there is anything that hasn't been accepted within that period of time, it can be pulled with no obligation. This is not the goal, but to implement everything. They have also come and given some very good pricing, which hasn't been perfected quite yet, they are still waiting for a little bit on the hardware. One of the options put in there is that they will provide everything as a turnkey, any new hardware we need, they will supply with a cost attached. The alternative would be that we buy direct from a vendor. They have come down significantly, even from their first bid, and once we perfect and identify all of the components, we will have a solid price. The committee is meeting next Monday at 8:00 a.m. at the Sheriff's office building and anyone is welcome to attend. It will be looking at contractual line edits and things. John is meeting with their attorney today at 12:30 p.m. and then he will bring the information to the meeting on Monday. The goal next week is to finalize those documents as close as possible. John wanted to bring a few things back to the Operations attention as they get down to final things. From a call taking standpoint, Intergraph is graphically much easier for them to deal with. The Concentrix map focuses on where that call is coming from. All of the information is located in various boxes which are highly configurable to the call taker or dispatcher. The same information comes out on the MTD's or smart phones. There are drop down menus giving recommends and who is available. Both Dispatchers and Field Commanders can view the same thing. They are highly configurable to the individual. Chief Diamond commented that they are moving forward and they are incorporating other agencies that weren't initially involved, the U of U, the Airport, UTA, etc. in order to be truly integrated throughout the whole County.

Legislation

John reported that there are 2 pieces of legislation that he has been working on. One is the 9-1-1 committee and the study going on right now for 9-1-1 dispatch centers throughout the State. The UCA Board hired a consultant to come in and look at the feasibility of functionally consolidating PSAP's throughout the State and also to identify common equipment that are a minimum requirement in the PSAP's. The Legislative Auditor General did an audit and found that the monies that were being awarded as grants were not necessarily consistent with an overall plan. They determined that there wasn't a real good plan or guidelines for awarding the grant. While some agencies were receiving monies for maintenance, most other were not. Some have received money for equipment that had only been in use for 2 years before they asked for money again. They hired a consultant to do the study, which was to be done in July. Both the Legislative Auditor General and the study committee determined that that wasn't sufficient. They determined that there were 3 things that needed to be looked at. One of those things was the distribution of the \$0.61 that goes through each jurisdiction to the PSAP's and this is primarily the issue we are having with the budget right now. There is no consistency with the telecoms and their reporting or remittance of the funds and there are big swings throughout the State, especially in our County. This is part of what is being extended now. The bill extends the study from July 30th to September 30th. In that there is already one recommendation in the way that the money is distributed. Rather than having it distributed based on phone lines within a jurisdiction, the recommendation is to distribute it based on call and call volume. For Salt Lake County, this will be a benefit, for about half the PSAP's in the State, it would have no impact at all. About a fourth of them would see either an increase or decrease. VECC falls into this category where there would be an increase. This is something not in legislation this year but will be in next year, but the legislation this year extends that study with a direction to come up with recommendations on how to distribute the funds as well as a recommendation that there be an in-depth audit of the telecoms, who John has been in meetings with. The telecoms need to do a better job of auditing. The State Tax Commission audits about 2% per year of the telecoms for this fund. In 2013, they were reporting in SL County 3,333,000 phone lines and the next year, they reported 1,800,000 lines, which is hard to believe. This means that with that kind of change, VECC has about \$600 to \$700k decrease coming in. If the 3,333,000 was an error and was too high, VECC benefitted from it. If the 1,800,000 is the error, VECC is harmed by that. Either way, the issue needs to be addressed. The numbers that came to us in March, which were January numbers, are up a little bit. The other side of it with accounting and the audit is to take a look at if they are being responsible. The law says that when someone changes their billing address, they are supposed to identify where those funds are going, and it's not happening that way. The deadline for this is September 30th, which gives time for crafting new legislation which will be more fair way to distribute those funds. Rep. Dee put together a bill which restructures the UCA, another telecom-initiated thing. Two years ago with the UCA was created, the telecoms were taken off of the Board. They have since let some back on. It's been proposed that they create a Technical Advisory committee that is just made up of telecommunication industry people. Over the past week, they have been modifying this bill, and they have come up with three advisory committees, the Radio, Interoperability and the 9-1-1 Committee. They are advisory, but not just made up of telecoms, although they can have representation on those as long as it's balanced with users.

FISCAL YEAR 2016-2017 BUDGET DISCUSSION

John explained that with the budget, the only option is to increase the member agency fees. This was brought up to the Budget Committee last week. The budget he plans to submit to the Board of Trustees is based on the figures he displayed for the Board of Operations. The budget is prepared based on information received through December. If he sees that there is increased revenues coming in, John will bring it back for a Budget adjustment before the obligation in July. In running the Operations, other than 9-1-1 fees, the member fees are the only other revenue source. Chief McElreath asked John what the Health Insurance renewal rate, which was 0.7% and the Dental was 4.5%. John increased the deductible, which helped quite a bit. The percentages the agency is paying versus the employees stayed the same, but the deductible is higher. Jeff Monson mentioned that VECC was at a \$750 deductible and it was increased up to \$1,000. Last year, the cost to go to the Emergency Room also went up. There were no member questions on the budget.

Motion –

. . . by Chief Doug Diamond, to move the budget as a recommendation to the Board of Trustees; the motion was seconded by Chief Robby Russo; the motion carried unanimously.

NEW BUSINESS ITEMS FOR FUTURE MEETINGS

Chief Butler asked if there was any new business or anything to bring up. Chief Diamond is still working on EPD, trying to get some screen shots and things to take to the Academy. John commented that Chief Diamond came in and sat with Leslie and went over some calls. The biggest objection he has heard with EPD is that there are questions being asked that may not relate to a certain response. From the meeting that Chief Diamond and John had with the Doctor and the police experts, they are more than willing to make changes if we

can come up with specifics. John invites everyone to look into this a bit. If anyone wants to sit with a dispatcher or a QA employee and listen to calls, they are more than welcome to come in. From John's perspective, the employees need to be trained to follow some protocol.

Chief Carr received a phone call from Spillman and wondered if anyone else had received one from them. It had to do with RMS things. John mentioned that they speak with Mark Whetsel occasionally.

Jeff Monson mentioned that National Telecommunicator Week on April 11 – 15th and asked everyone interested in helping with the BBQ on the 15th, to sign up for something to bring.

The next meeting will be held on Thursday, April 14, 2016 at 10:30 a.m.

The meeting adjourned at 11:15 a.m.