

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING *September 8, 2016 – Meeting Minutes* **VECC Board Room - 5360 S Ridge Village Drive** **West Valley City**

MEMBERS PRESENT: D/C Dwayne Ruth, South Salt Lake Police
D/C Joe Tarver, Murray Police
Chief Robby Russo, Cottonwood Heights Police
Chief Doug Diamond, West Jordan Police
Chief John Evans, West Valley City Fire
Chief Jeff Carr, South Jordan Police
B/C Reed Thompson, South Jordan Fire
A/C Erik Sandstrom, UFA
A/C Mike Dykman, Murray Fire
Chief Ron Morris, South Salt lake Fire
Chief Marc McElreath, West Jordan Fire

OTHERS PRESENT: Chief Warren James, UFA
Undersheriff Scott Carver, SLCO
Phil Brown, South Jordan
Lt. Randy Thomas, UPD
Dave Shopay, West Valley City
John I. Morgan; VECC Executive Director
Jeff Monson; H.R. Manager
Mark Whetsel; TS Manager
Beth Todd; Fire Manager
Gigi Smith, Police Manager
Geana Randall, Information Coord.
Terry Shaw; Supervisor
Leslie Devey; Supervisor
Andrea Partridge, Admin. Services Manager

APPROVAL OF MINUTES

Motion –

. . . by Chief John Evans; that the minutes from the June 9, 2016 meeting be approved as written; seconded by Chief Doug Diamond; the motion carried unanimously.

USER COMMITTEE REPORTS

Fire and Emergency Medical Report

A/C Mike Dykman reported that they met last week, after taking a few months off for the summer. There were a few motions made that he feels need to come to this group for approval. He reported that the EPD accreditation has been submitted and they are waiting to hear back from the Academy to see if anything else is needed. Terry Shaw commented that it has been submitted and the evaluator is on vacation through the 15th, so we won't hear back for another week or so. A/C Dykman reported that the APCO awards ceremony will be held in October and it was requested that any nominations for Dispatcher or Call of the Year be submitted hopefully as the deadline was September 5, 2016. EMD Version 13 update has been completed and they are still working on some specific codes for Unified. They have been asked to watch those and if anything unusual comes up, they are to report to the group so that they can be addressed. They discussed some of the monthly reports that they got a little bit behind on. Beth reports on the Google fire roster and it seems to be working well. Salt Lake City isn't using the roster and UFA doesn't report their specific station manpower but they do have all their contact information in there. The first item that came up as a proposal for change was on changing channel assignments. Currently they have a main dispatch channel, a County channel and the municipal channel. This has worked for a number of years but they feel there is a better way to do this. The proposal is to assign them geographically. Channel 1 would still be the main dispatch channel. Channel 2 would be for East side units and channel 3 would be West side units. Channel 4 would be for South Jordan and the South end of the valley. The units they usually go out with will all respond on the same channel. They feel it's a more efficient use of the channels. Also, on multi-agency big responses, they would automatically go to channel 5, which would prevent them from having to restrict the channels. They would like to go effective with this September 11, 2016 if the group will approve the proposal. The second proposal discussed was to move forward with silent dispatching.

VECC has put together some silent dispatch policies where units will go in route, arrive, stage and all those benchmarks silently. Not every agency is prepared with the software to do this, but this is the direction they would all like to head. And with the implementation of the new CAD system, they feel this is definitely the way to go. They would like this to go into effect by January 1, 2017. Beth mentioned that they will have everyone hardware, software and licenses ready to go. In December, they will run simultaneous over the radio and silent to give everyone practice. Then January 1st, they will go silent. She passed around the policy for silent dispatching, which discusses the different times and situations where they would use it. Mostly the single engine responses on vehicle and dumpster fires and all the medicals will be mostly silent. The multiple unit responses for fires, the units can go in route but the details will still go over the radio. Anytime a single personnel unit responding, such as a Battalion Chief or an Investigator, that will go over the radio, and anytime there is a single person in the cab of the ambulance, that will also go over the radio. Beth will create a list of codes for everyone to use. If they are the last unit on a call, they shouldn't go available from the call because it takes the unit off but leaves the call on the screen. The dispatchers have to redispach a unit to it in order to clear it from the screen. If this is approved, the information will go to the training group and they will start working on software and licensing. Chief Morris asked if radio traffic has been viewed on channels 2, 3 and 4 and if they are even. Channel 2 is heavier than 3 as far as push to talk. Beth has a report from Lin and once the switch is made, they will look at the push to talks and see where they're at as far as how even it is. Chief McElreath asked what the two agencies without Spillman would do for licenses, and West Valley will be covering West Jordan and UFA will cover Bluffdale. Beth also mentioned with their concerns with response times and the issues with the third party interface between Spillman and the Zetron system, it's been proposed that they go back to a pre-announcement to let the stations be aware there is a call coming their way. They would go through the computer recommend, assign the units to the call, and at that point, the dispatcher would alert the station as to the code, and they will do this while they are waiting for the Zetron to acknowledge the fact that they are talking.

A/C Dykman also commented that with recent events and where fire stations have been involved in some recent events including stations or fire fighters being held hostage, they talked about using the code "Utah", which is common among law enforcement. It would give dispatch a way to determine if there is a situation where there are fire fighters in trouble. A few minor items they discussed, on nature codes, VECC is getting calls to follow up on patients that may have gone to the hospital, missing personal items. They have created a nature code for this type of thing. Finally, they discussed VECC getting calls for unusual public assists, they decided that the appropriate thing was to forward those calls to the on-duty Battalion Chief and let them determine how to handle the call, rather than having dispatch have to figure it out. A/C Dykman requested a motion to adopt their policies.

Motion –

. . . **by Chief Ron Morris, to adopt the policies as written, seconded by Chief Marc McElreath, the motion carried unanimously.**

VECC SERVICE AWARDS

Beth Todd and Gigi Smith awarded dispatcher Holly Mount and dispatcher Nicholas Tidwell with their 5 year service awards, and then mentioned Julia Packard, who couldn't attend the meeting, and her 5 years of service. John Inch Morgan also awarded Mark Whetsel with his 10 year service award.

USER COMMITTEE REPORTS

Police Report

Chief John Arnold mentioned they discussed the presentation that some VECC dispatchers set up. It is open to any PD's to use and it talks about 9-1-1 and how it's used. It's for all age groups, specifically designed for schools. The school Resource Officer could set this up. It can be done by assembly or in individual classrooms. The presentation was reviewed at the meeting. The program can be tailored to the needs of the school, classroom or different age groups. VECC would also be happy to host a group at the center. They also discussed the Ice Black Box. The only agency that is using this currently is Draper. Signs have been put up but they haven't received any calls yet. There was some discussion that SSL is looking at it. On the 10-200 policy, there was an exercise held last month. A packet of the review should have gone back to each agency and it discusses how the exercise went and things that could be handled differently. Some of the issues that came up were when everyone switches to regional and Salt Lake 100 is on the air, they weren't sure if it was SLUHP or SLCPD. They wanted to make sure that they are identifying themselves better. For those agencies that don't have specific alpha points, and they go to other points, please make sure they aren't the primary responders on the radios. The alpha points should be using the radios only, to keep them clear. There is a wrong way vehicle policy that was sent out to everyone by email that needs to be approved by the Board of Operations. It deals with whether the person themselves got on a freeway or road the wrong way, or a passenger in a vehicle, and it

explains how dispatch will handle it. This also includes second-hand information, if they are following or being approached by a wrong way vehicle. Chief Diamond would like it further clarified as there was some confusion with the policy. He didn't have any major issues, but just wanted a few things clarified further. It will be updated and then sent back up. They also discussed fraud cases and the issues that come up with it. VECC is getting individuals calling in saying that they live in one city but they've had a check used in different cities. The Call Takers then create multiple calls and cases in the other agencies and the agencies are responding or trying to call at the same time. There are customer service issues coming up. Agencies all handle it different ways. There was discussion about how to handle this and with going to Hexagon, cases will be shared far more easily than now. The rolling policy was discussed about, which deals with moving vehicles and the officers need the information as soon as possible. Just a reminder to agencies, it's on moving vehicles and the information needs to be returned. Dispatch would like to be involved with trainings, as dispatchers, to work on skills. On major incident reviews, as they occur, VECC would like to be able to go through policies and procedures and be sure they are following what they should be doing as well. On "a child is missing", ACIM, they are like reverse 9-1-1 in notifications. They have lost federal funding and so if they are used, there is a pricing schedule they have. The pricing schedule deals with the size of the agency. VECC has a local system, the difference is that ACIM can do a whole zip code where we cannot.

Technical Report

Phil Brown reports that the TS Group met last week and there was great representation from the agencies there. Most of the conversation was in preparation for Hexagon and they spoke about BPN, which is the client that connects the officers to the agencies and how this will change. They were given the assignment to go back to their agencies and figure out how many licenses they would need for that and get it back to VECC as soon as possible. September 20th will be a kick off meeting with Hexagon at Fire Station 123 in Herriman. They talked about the different committees that will be forming to support this move. Some of the patches that are needed with Spillman were discussed. Mark Whetsel commented that the turnout to this meeting was great and there was great representation.

CAD PROCUREMENT UPDATE AND DISCUSSION.

John Inch Morgan gave an overview of where we've been from a financial standpoint. The total cost of this project is \$13.2 million. There is \$5.1 million in negotiated discounts bringing the price down. Because the UCA grant would not pay for RMS or field-based reporting, John went back to Hexagon and asked them to gift that to us, which is what this cost savings represents. John asked the UCA board for \$6.57 million and they took out \$47,000 indicating 2 things they thought that were purely police investigative tools they would not fund. The total grant they approved is \$6,522,000. Initially the committee took out \$331,000 for things such as Palentier and Polaris, but those have since been put back in, other than the \$47,000. This may be something we can make up when we look at Edge Frontier. \$1.337 million comes from the County, and they will convey that money as soon as they receive a signed contract from Hexagon, which John is prepared to do today. They have worked out all the details and differences and they are good to go. Yesterday, they held a special Trustees meeting where all the information was presented. John added a Resolution asking them to allow him to negotiate a rich loan with either Wells Fargo or Zion's bank. The CAD fund at the end of June is at \$2.7 million. \$170,000 is added to this account each month based on the \$0.06 assessed on each communication devise. Because we need the \$6.5 million to complete this, John will initially utilize the \$1.7 million to purchase hardware and the operating software. Once the kick off is completed, John will give them the down payment of \$600k. This was the last thing negotiated was the upfront money they would receive. John got them to move from \$800k down to \$600k. This brings us to a point where by drawing from the UCA funds itself, over an 18 month period, there will be some times we will need cash on hand. John has mentioned before that the rates right now are 1.47 and it would act as a line of credit. In January, we will need \$420k to complete a payment milestone. John has been talking with the two banks, trying to get the best price and seeing how they want to configure this. He thinks we will only need to use \$1.9 million to bridge that loan over a 3 year period. After 3 years, we will draw from the UCA \$2.3 million each year and have it paid off in 3 years. No one in the state will be utilizing the CAD funds, which means the dollars will build up, and even drawing \$2.3 million each year, it will always have a \$2 million balance at the end of the year. Total interested if we draw the \$1.9 million will run about \$56k, which we will split with SLC. After this meeting, the contract will be signed and the County money will be invoiced and we will move ahead. About 9 months ago, John approached Senator Hatch, the chairman of the Funding Committee, who said he was interested. A month ago, he reinitiated this and met with 2 of their Washington DC representatives, and they are requesting additional information. 2 weeks ago, they contacted John and said there is a greater chance of funding if he can show a federal nexus. John asked each agency what kinds of federal relationships they have and this was forwarded. They contacted John 2 days ago and asked for further local information. It is something they are seriously considering and it will take probably a month and a half to get an answer. Initially, John asked for \$1 million. A month ago he requested \$3 million, including \$1 million for Weber because they are the other consolidated. As a group, everyone has talked before

about the necessity of converting everything. The names, address and vehicle tables will be converted at some point. There is \$25,000 in the contract for a study but then it's up to each agency if they want to convert all the case files. He would like to use some of the federal money coming in to help pay for some of the conversions on an ongoing basis. Undersheriff Carver asked on an ongoing basis, what the maintenance costs would be. John reached out to everyone and requested current maintenance costs. The first year is paid for, included in the price. Ongoing maintenance for all software is about \$1.1 million which escalates over 5 years to \$1.2 million. After doing a summation of the current costs, agencies are currently spending around \$1.3 million. This may be a good opportunity to take a look at the way we bill for calls. The first year of maintenance will begin when they stand the system up. It will be used and tested, but once it's cut over, everything will be cut over at the same time. John told them he wanted everything set up together and within a 30 day period and then he would accept everything at once. He doesn't want to accept just the CAD and then when they start integrating the other software, having something fail. John wants to make sure the entire suite is working before he gives his acceptance. Chief Diamond commented on the mobile piece for Spillman, once it's cut over to Hexagon, they would just tell Spillman that it's not being used anymore. Depending on what's decided individually as agencies, on the RMS server, would depend on how much the agencies would have to pay. West Jordan is paying FatPot and other integration pieces from Spillman, and their cost is a little over \$100k per year. As far as payments go, John explained a chart, with the various things that have to happen. The hardware and operating software order will be placed first. Then they have the other types of things, like the kickoff meeting, which is on the 20th, and with each of those, there is a percentage to be paid along with the date of completion and estimated pay date. John has gone in and identified those things from what has been negotiated with Hexagon and then he went through and showed the sources of the funds. This chart is located in the Dropbox. The cash flow problem begins January of 2017 and the chart shows the draw from the bond itself. The bond is actually a Municipal Equipment Lease and the collateral will be the hardware, or the servers we have at the two locations. It will be a line of credit secured by the pledge and resolution coming from UCA (a revenue bond) and by the hardware.

John discussed the schedule for the kickoff meeting. The on-site visit will be Day 1 at Station 123 in Herriman, 4800 West and Patriot Ridge Drive. This is an opportunity for everyone to come and go through at least the schedule. Their project Manager, Kim Rubio, will be living on site during the project itself. Our Management group will determine who our Project Manager will be. We may continue with the individual we have, or do something different. The core team will be introduced, and then in the afternoon, they will discuss who needs to be where and what focus groups are being put together. The first 4 months, they will come in and understand our business model. They will ask what kinds of reports are needed and how do we need the information to function. They will explain how Hexagon will accomplish those things. There will be some flexibility in configuring things. This is why focus groups will be very important. The 2nd day, they will focus on the ICAD, and the RMS in the morning. They would like to do some ride-alongs, and John is looking for some volunteers. On day 3, they will do site visits. There is a tentative schedule set up where they will start at SLC and then go to the UPD and EOC. At the same time, John would like to have some units available at SLC, UPD and VECC as they go through this. John would like to coordinate Fire through Chief Evans and Police through Chief Diamond. The wrap up will be at VECC. If there is anything anyone wants to change on the schedule, please let John know. John will find out today how many ride-alongs they would like to do. 1125

The next meeting is scheduled for Thursday, October 13, 2016 at 10:30 a.m.

The meeting adjourned at 11:23 a.m.

