

## SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

### OPERATIONS BOARD MEETING

*January 11, 2018 – Meeting Minutes*  
**VECC Board Room - 5360 S Ridge Village Drive**  
**West Valley City**

**MEMBERS PRESENT:** Chief John Evans, West Valley City  
Chief Doug Diamond, West Jordan  
Chief Gil Rodriguez, Murray City  
Chief Clint Smith, Draper  
A/C Steven Higgs, UFA  
Chief Robby Russo, Cottonwood Heights  
B/C Ryan Ray, South Jordan  
Chief Jack Carruth, South Salt Lake  
D/C Jason Knight, South Jordan  
Chief Clint Petersen, West Jordan  
Chief John Eining, Draper

**OTHERS PRESENT:** Lt. Mike Obrey, PD Users  
Andrew Haygood, TS Users  
Dave Shopay, West Valley City  
D/C Terry Addison, South Salt Lake  
Warren James, Contractor  
Lt. Justin Hoyal, UPD  
Michelle Tapia, West Valley City  
John I. Morgan, VECC Executive Director  
Jeff Monson, HR Manager  
Mark Whetsel, TS Manager  
Gigi Smith, PD Manager  
Beth Todd, FD Manager  
Leslie Devey, QA Supervisor  
Missy Widdison, QA Supervisor  
Chris Dunn, QA Supervisor  
Ambir Widdison, Operations Assistant  
Andrea Partridge, Admin. Manager

### APPROVAL OF MINUTES

#### **Motion –**

**. . . By Chief Doug Diamond; to approve the minutes of the November 9, 2017 Board of Operations meeting; seconded by Warren James; the motion passed unanimously.**

### SERVICE AWARDS

Beth Todd and Gigi Smith awarded Jessica Phillips for 5 years of service and Angela Wiggins for 20 years of service with the Center. Gigi also mentioned Kristen Smith, who couldn't be to the meeting, who has been with the Center for 15 years.

### USER COMMITTEE REPORTS

#### Law Enforcement Report

Lt. Mike Obrey mentioned that he was reporting on both December and January meetings. In December, they talked about call numbers and consolidating them. Each department has their own call numbers and it was discussed to consolidate them. They will not be moving forward until after Hexagon comes on line. Each agency will be submitting the way they do it to Gigi Smith for evaluation. Chief Diamond thought this had already been submitted almost a year ago. Gigi said the information has been uploaded into Hexagon for right now, but Lt. Buchanan was mentioning was once we get on the whole system and are able to see what everyone else is doing, he would like to have a very quick look and standardized call numbers across the board. Gigi hasn't received the information from everyone but she will put a list out of those she hasn't received. They talked about disposition codes and how they will clear out calls. The disposition codes were agreed upon; there were some necessary and others not, but the idea was for everyone to get on the same page for the new Hexagon system. With these new codes, hopefully there will be closer resolution to how everyone will handle things. Press calls and PIO calls were discussed; when calls come into VECC, what they are supposed to do

with these calls. It was determined for VECC to create the call and then contact the Sergeant or OIC to make the determinate as to handle and close it out. On neighborhood watch classification, when citizens are out patrolling, they are told to call in and create a call and classify it as neighborhood watch, so everyone knows they are out there. They also discussed follow-ups and citizen assists. If follow-ups come in with a case #, the Call Taker will designate it as a follow-up, if they don't have a case #, it will be a public assist and then the officer can change it when he has more information. Calls for code enforcement requested they have their own call created.

In January's meeting, they discussed the confidentiality and HIPPA when it comes to advising if someone they are responding on has a listed disease. At one time, they were using universal precautions, but it was determined that it would be okay if this was put into the call, and specific information could be verbally advised. Gigi mentioned that the only thing we need to be cautious with is not attaching a name with the health concern. If reports are requested later on, the names need to be redacted. On lockdown drills, the dates have been established; January 23<sup>rd</sup>, 25<sup>th</sup> and 27<sup>th</sup>. These will take place at 1100, 1600 and 0100 on each of these days. They will create the lockdown, the officers will go to the lockdown channel, they'll perform a board check and then they'll go back over to the main channel. A reminder went out about the Send training. For those agencies that haven't done this yet, it was encouraged to get the Advanced Sent training out to the officers and then get it back to Gigi. It's a great training and it's really quick. They discussed if it was necessary for the officers to be told that fire is responding on a non-police related call that they don't need police assistance for. It was decided that it wasn't necessary to have this put out; the dispatcher will put it on the screen for police to see, and they could respond if they needed to. The paging issues with Verizon are ongoing.

#### **Fire and Emergency Medical Report**

Terry Addison commented that the users didn't meet in December, but earlier in January they did discuss notifications with Verizon. Until it's fixed, dispatchers will do a follow up call for notifications to the Chiefs. First Net is up and running. They discussed the stroke diagnostic tool again as a follow up and it was recommended that because it's been coding as an alpha, the stroke diagnostic tool will be administered later in the call so that the dispatch goes out more quickly. Later on, they will look through chest pain, breathing problems and full arrest with the same type of review process. They also discussed a firefighter in trouble and he wants to open this up for a discussion. The fire service usually uses "expedite PD" but they are getting back the question "why do they want us to expedite". There has been discussion of using 10-33. If they call out "10-33", they will get about every police agency in the valley coming. Terry doesn't agree with the 10-33 code, but he wanted to open it up to the Chiefs for feedback he can take back to the users. The 10-33 would be used if a firefighter was in trouble and they need the assistance. Fire also uses "expedite" to block traffic. Someone mentioned that maybe the concern is the dialog that occurs prior to them expediting. Beth Todd mentioned that the reason this discussion came up was currently, the 10-33 code for fire is "expedite PD". As Terry said, they also use "expedite" as well. This puts the dispatcher into the position of trying to decide if the firefighter has immediate threat to his life and safety or do they just need an officer there to take custody of children on scene. They are concerned about the immediate threat to life and safety of the firefighter and how they differentiate that situation to the fire dispatchers so that there isn't that conversation going back and forth. In law enforcement, 10-33 means something different and they don't want it used so commonly that they are misunderstanding it or its being misused. They also talked about HIPPA and confidentiality with GRAMA's, and as long as names, social security numbers, date of birth, things like that, they are okay. Dispatch was reminded to report important info into the calls as far as benchmarks. Many times firefighters are out of their vehicles, not looking at their CAD screens. These should be mentioned over the radio so that they are aware. They will be doing lockdown channels on January 23, 25, and 27<sup>th</sup> at 11:00 a.m. VECC will send out more information. Wash downs were discussed and when PD requests one, they were reminded that the original station who responded on the original call is moved and another unit is requested. VECC will contact the BC and they will send out the appropriate unit to take care of this. Verizon issues were also discussed. Warren James emailed everyone already but Mike Bain from WJ, Justin Waters and he went down to Arizona and went through US Digital's training and spent some time with their technical people. After visiting with them about what the system currently supports, what they were selling us wouldn't work. Our radio systems will not support their network. Based on this, the price went up from the \$11-\$15k up to \$36k. Warren sent off an RFQ and cc'd all of the Chiefs this week. Justin Waters send out for UFA on Wednesday. They are working on these now. Warren has asked them to expedite the quote for West Valley and Bluffdale because they currently have stations under construction and they need to get that equipment in and then they'll do the rest in numerical order. He should see these in the next few weeks. The issue he has is once they receive those quotes, they will need to do a rapid turnaround to get PO's issued and get contracts signed in order to get equipment in time. Warren isn't sure if it's been decided how they are going to be paid for. The quotes should come in within the next 10-15 days; the installs will go in very closely to when Hexagon goes live. Dispatchers will, for a few weeks, have to use both Zetron and US Digital as the switch over is made, and then they'll come back and refine things like

message boards and control panels. John Inch Morgan wanted to talk about the pay issue. He had been looking at all along, whether it's \$11k or \$36k, is that some of the increased revenue VECC is receiving from the 9-1-1 Unified Fund. In the budget passed for this fiscal year, an additional \$900k was placed into a reserve account, which was a conservative estimate. John said we will receive more than that, and he believes that on an ongoing basis, we will be receiving about \$1.5 million more than what we have been before based upon legislation. A portion of this was to be allocated for this project. John still thinks we need to identify a base-amount for each fire station and depending on where that comes out; there still may be some obligation from each of the cities. Another off-set that came in the Legislation is the fact that there is another \$0.38 that is being assessed beginning January 1, for radios, and that is a cost the cities no longer have to pay. So there are some off-sets to some of these expenditures that we are looking at which will help compensate for some of this upgraded equipment. Warren mentioned that in going through the math, the \$36k plus or minus \$3k for installation is the minimum to make the fire stations work the current system. John said we would have to do a budget adjustment through the Board of Trustees which he will put together once there are concrete numbers. He also reminded everyone that we were coming up to a point where we needed to either upgrade the Zetron system or move here, so it is an expenditure that we had to make at some point in time regardless of the vendor. This puts everyone on the same platform in the Valley. It will allow SLC to alert all of the VECC stations and vice versa. Warren is comfortable with the \$36k as an adequate number. He sat with the engineers and looked at every potential scenario to make this work; this is the lowest that he is confident will work. Chief Higgs is concerned that we might be undercutting ourselves to where at a department level, we might have to add in additional money to actually make the system work. Warren said it would depend on how the fire stations are set up. If they currently have an amplifier and a system that turns the lights on and off; shuts off natural gas, then this will do everything that they will need. If they have an older station that doesn't have this, yes, you will be short of where you need to be. But, the pricing to add the features could be anywhere from \$1,500 to another \$8-\$9k. John commented that these numbers are pretty close to what Sandy experienced and he feels that they will bring the stations to not just a minimum function but a functional level where there won't be a diminishing of operations.

#### **Technical Services Report**

Andrew Haygood mentioned that in the December meeting they discussed that all the communication issues between VECC and SLC have been resolved, which gives a May timeline. One thing that came out in the January meeting is that there is a complete backup site at SL, and VECC here has 55 servers for Hexagon and SL will be replicating these 55 servers out at SL. Spillman is supposed to be working on a patch for VECC to take care of some lingering java tomcat issues on their Spillman server; there is no date for this yet, but as soon as Mark has this, he will pass it along and they will alert Police and Fire departments. There will be a short window of downtime while they install this patch, but it shouldn't take more than about 1 hour. Many of the technical users will be out at Spillman today; they are having their normal meeting today due to people being out for the holidays.

Chief Russo mentioned that the last Valley Chief's meeting, SLC announced that they may not be completely sold on making this move to Hexagon. He wondered if this could be discussed. John met with Chief Brown, Chief Doubt, and Chief Askerland a week ago last Friday and they have all been asking if a good decision has been made and if this is something that we can do interfaces or alternatives. Chief Evans, Chief Diamond and John Inch have to go down to SLC today after this meeting for their CAD Board Meeting, where they will discuss this further and talk about their concerns. In the same meeting a few weeks ago, John asked them what their specific concerns were so that they could be addressed. They are still working through the specifics and they will be delving into those facts today.

#### **RESOLUTIONS FOR THE BOARD OF TRUSTEES**

John commented that the responsibility of the Board of Operations is to make recommendations to the Board of Trustees. Some of these are resolutions that have to be made. Looking at the termination of the lease with UCA, they occupied office space here and 2 outdoor buildings; they will only be evacuating the space inside the building. The lease with them runs through 2020; part of this was to offset the bond payments, which have been fully retired. Their obligation is \$10,000 per year for that space and another \$10,000 for one of the other buildings. They paid money up front for the 3<sup>rd</sup> building. They are paid up through December and we are looking at a reduction in that revenue coming in, annually at \$10,000, and for this year it will be reduced by \$5,000. It takes a joint resolution based on the lease contract to terminate that contract. The UCA Board has approved them to occupy a new building.

The second resolution is authorizing the Board to enter into an Interlocal Agreement with the Department of Public Safety. This creates a partnership with the Department of Public Safety and primarily the Highway Patrol. This is framework that can be developed. The Highway Patrol has decided they are going to move at least the

TOC to the Hexagon CAD system and maybe some of the other elements as well. They are looking at having an interface with their FatPot so that all their troopers throughout the state can, through FatPot, have an interface into the Hexagon system. SB198 requires all dispatch centers within the same geographical boundary of a PSAP to enter into an Interlocal Agreement to identify what that relationship is. As they maintain the TOC, they're a dispatch center, and it defines how we take calls and how we bring them in. We won't be transferring calls, we'll create a CAD record, send that record, and the person who answers the 9-1-1 call keeps that individual there. The idea is it's a disservice to the caller to notify them it's a different jurisdiction and transfer that call. Best practice is that we will maintain that call wherever it comes from.

Finally, the last resolution is just one that this Board approves. This is a surplus of equipment. Mark Whetsel mentioned much of this stuff has been replaced with updated equipment as we moved through the last calendar year. Most of this equipment is not in very good condition and we could not repurpose it to meet other needs, and this is the list of items to dispose of.

**Motion –**

**. . . By Chief Steve Higgs; to recommend Resolution 1 and Resolution 2 to the Board of Trustees; seconded by Chief Gil Rodriguez; the motion passed unanimously.**

**Motion –**

**. . . By Chief Doug Diamond; to approve the surplus list of equipment; seconded by Chief Clint Smith; the motion passed unanimously.**

**VERIZON UPDATE – FOLLOW-UP TO NOVEMBER MEETING**

Mark Whetsel mentioned that over the past 8 or 9 months ago, we started receiving reports from Police and Fire responders that the text messages that had been sent out were being received anywhere from an hour to twenty-four hours after the occurrence when it was originally paged. Fire Chiefs have responded to house fires eight hours after the fire was over. Mark has been working with Verizon and their crews to identify why it is only impacting this carrier. They are all currently working with sending messages, logging and tracking to identify exactly what the issues are. Today, Mark asked them to come in and have them explain from their perspective what we are doing and how we are trying to resolve the issues. Cameron and Ben with Verizon introduced themselves; Cameron is the rep for most of the agencies on Verizon; Ben is the Manager over Government Sales for Utah and Idaho. They came out today to talk about the situation that has been going on and to assure everyone that nothing is more important to Verizon than public safety. They have run into these hiccups and have gone through trying to figure out where these pages are getting lost. Most currently, they are running a live demo right now. Erin Bair is in another room sending messages off and there is an open line of communication to see where that hiccup is happening right now. VECC has been awesome in getting them the information needed and Verizon has been working with their networks and Engineers to get to the bottom of this. Ben added that they have learned a lot over this process as far as how important these pages are to the agencies, which has been stressed by VECC on their side to Verizon. As of this morning, they haven't identified the root cause, but they feel they are getting closer. Ben stressed his commitment and asked for patience while they are working through this. He opened it up to comments, questions or feedback from the Board. South Salt Lake asked for a time frame and mentioned that they switched to another carrier. Ben would hope it would be within the week that they will be able to identify the root cause and then it should be a quick turn. Cameron said he would get business cards to pass out and asked anyone with specific issues to contact him. Ben also asked anyone with any known areas in their cities and jurisdictions that are problematic, to inform them so they can follow up.

**PLANNING – OPERATIONS REPORT – POLICE RADIO**

At the bottom of each agenda are the topics to be covered throughout the year. Scheduled for this month is the police channel statistical report. John would like everyone to analyze the numbers, the talk time, and determine if we need to split or combine a channel. Gigi Smith was able to pull all of the talk times for VECC's police agencies as well as UPD and if anyone is interested in them, contact Gigi and she can send them out. She pulled out some interesting highlights and things to get everyone thinking about so that as she makes appointments to come out and meet, decisions can be made. Gigi went through each of the channels and recorded the average number of talk time from January 9, 2017 to January 9, 2018. For example, West Jordan had 73,137 minutes of talk time on the main channel. John thinks this is actually the total for the year, rather than average talk time. Also on the chart was the busiest hour of the day for each agency. In looking at these times, they have chatted recently with the PD Users to reduce some of these talk times. John and Gigi touched on this last year in their meeting with the Chiefs, and asked if the channel was getting to busy and if they should look at splitting or creating more channels. Some of the PD User discussions have been if they want to broadcast information only on fire and medical calls if PD is not going to be responding. South Jordan just

activated this yesterday. They are holding calls on the screen and letting fire know to advise if PD is needed and then they clear out the call so that dispatchers are no longer broadcasting that. Another question that came up was how the shifts come on and off duty. Another thing they have chatted about with regards to the new CAD is the approval of the tow request with the MDT's. The officers will be able to hit a button and the request will be sent to the dispatcher, who will call the tow rather than speaking that. They have discussed if the officers do not want to verbalize if they are on duty or off duty, or if they are arriving or clearing a scene. Some of these decisions might alleviate some of that talk time as they move down the road and learn more about the CAD system. Another important part Gigi thought would be helpful is the service channel, which is only open from 0700 – 0100 and then a West Valley service channel, when needed from 1700 – 2100. At times, when it's slow enough or depending upon staffing, these two channels will be combined. In comparison, looking at UPD's service channel, Gigi's understanding is that they are open 24 hours, but they are almost double of what we are. That leads her to believe that agencies are not utilizing service as much as they could be. Some talk time could be reduced on the main channels if they switched over to service and utilizing service more often. In talking with the scheduling supervisors, one idea that came up is if they made it more friendly by rather than having West Valley and main service, having service #1 and service #2, and move the hours just a little bit. Through the report, Gigi was able to see that the busiest times are from 0900 – 1200 and again from 1500 – 1800 and again from 2200 – 0100. During these three-hour blocks, they could make sure that both service channels were open. Then there is the discussion of are we getting to the point where we need to start splitting channels, realizing that each channel has its own little nuances. John mentioned that Gigi will follow up and make personal appointments to come out and visit each agency and they'll bring these numbers as well as send them out by email. Gigi mentioned that in the user bullets, she sent out disposition codes. She is hoping that the RMS team reps and/or PD User representatives have come to everyone about those. These codes have been huge debates in both meetings and some decisions need to be made on whether they are going to use them, what they are going to use and if they want them to be event-code specific.

## **EXECUTIVE DIRECTOR'S REPORT**

### **Spillman CAD Upgrade Report**

Mark Whetsel mentioned that on November 13, 2017, VECC underwent a Spillman upgrade from 6.2 to 6.3. For the past almost 60 days, we have struggled with various issues, things working and not working. There was a hanging issue out there based on a java/tomcat issue. Monday morning, they contacted Mark and got this completed. Since then, we have been running relative error-free. This morning, he worked with the Intera group and they are now connected and we are now able to begin the process of withdrawing statistical information from Spillman for UFA.

John commend on the Hexagon CAD, Bill Romesburg wasn't able to come to SLC this morning, but John feels they are better doing a written report on the meeting they will have this afternoon. Then they can address any questions and any other developments.

John pointed out a memorandum, a mid-year budget financial report. In this report, he would like to direct everyone to the PTIF account, the 9-1-1 monies coming in. When you look at it from 2016 to 2017 to where we are now, the balance is the result of SB198 and the redirection of these funds. This does give us additional funds to do things we need to do. John asked everyone to look at it and come to him with any questions. There will be a budget committee meeting on the 18<sup>th</sup>, prior to the Trustees meeting, and everyone is welcome to attend.

There was nothing further to discuss.

The meeting adjourned at 11:31 a.m.