SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING
October 12, 2017 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City

MEMBERS PRESENT:	Chief Bryan Robert, Draper
	Chief Marc McElreath, West Jordan
	Chief Robby Russo, Cottonwood Heights
	Chief Doug Diamond, West Jordan
	Chief Shane Hudson, UPD
	Chief Colleen Nolen, West Valley City
	Chief John Evans, West Valley City
	Chief Jeff Carr, South Jordan
	B/C Bart Vawdrey, Draper
	Mike Fernandez, Murray
	A/C Steven Higgs, UFA
	Chief Ron Morris, South Salt Lake
	Chief Jack Carruth, South Salt Lake
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
	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
	Chris Dunn, QA Supervisor
	Ambir Widdison, Operations Assistant
	Andrea Partridge, Admin. Manager

APPROVAL OF MINUTES

Motion –
. . . by Chief Jeff Carr; to approve the minutes of the September 14, 2017 Board of Operations meeting; seconded by Chief Jack Carruth; the motion passed unanimously.

AWARDS
Service Awards
Beth Todd awarded MeKenna Poole and Tamara Bryner with their 10 year service awards.

Utah APCO Awards
Gigi Smith mentioned that Utah APCO holds their annual conference every fall and during that conference they solicit for awards, everything from Dispatcher and Supervisor of the Year to Incident of the Year and Citation. This year, VECC won two awards. The first one is for the Incident of the Year for a large agency and it was the ammonium nitrate truck rollover on the freeway about a year ago. The second one was for the Unit Citation for the Officer Cody Brotherson response. Chief Roberts commented that it's a testimony to the staff and everything they do and offered his congratulations for being able to handle these types of incidences. He asked if VECC would be doing a media event for this and push it out so the public can hear of the great things happening. John said he was planning to do this.

USER COMMITTEE REPORTS
Fire and Emergency Medical Report
BC Bart Vawdrey reported they talked about hospital diversions. They discussed the protocol and that if they divert they have to report back every 2 hours. Mountain Point went on diversion for 2 days, and it would be pointless for them to have to call back every 2 hours. They came to agreement to change the policy that other than traumas, they will just report back after they are back in service. There seems to be a lot of 29A's coming

in, which initiates a single-engine or single-unit response. They requested another policy change to code them as 29B's which will get a heavy apparatus along with the ambulance. Beth mentioned that if a non-injury accident is created, and then medical is either indicated during the process or PD arrive and request medical, the medical call associated to that was automatically an Alpha. They had Lin change this so that it's a 29B and then if PD indicates that Fire doesn't need to come 10-39 or 10-40, it would be noted in the information and relayed to Fire units as they are responding. Also, if the dispatchers didn't have an associated medical they were automatically creating it as an Alpha, but if the information in the narrative indicated Bravo-type injuries, they felt it was in the best interest of the patient to start with a Bravo and then if PD indicate it's less serious, they would let the units know. At the DRC meeting, Beth reported they continued to address the patient transfer protocol. A draft policy was sent out and they requested comments. A few suggestions came back in and they have been implemented and it is now been sent on for the Doctor's comments. The after-discussion in comparing the 33 and 37 protocol did come up with the recommendation to stay with the 33 protocol. The 37 actually introduced a few additional questions and they wanted to keep the protocol as short and simple as possible. There was one issue in the software of the 33 and even if they request an ALS response, they were getting BLS. This has been addressed and changed.

Law Enforcement Report

Lt. Mike Obrey reported that one thing brought up by John Inch Morgan was he was asked at the COG meeting about how many transient calls they were handling and it was determined that it would be best to create a nature field for transient calls. They should be using the transient code so that each event can be monitored and tracked. They have a new Animal Control Liaison, Tad Vawdrey here at VECC. If there are any animal control concerns, please see him or go through Gigi Smith. They spent a lot of time going through the event codes that will be implemented, such as how they track and classify an assault or assault with a weapon. All these event codes have been hashed out he believes they have a final list and it looks good. Gigi mentioned they introduced at both Fire and Police Users the CHIRP program. This program is very similar to the Vial of Life Program, but this is for children rather than adults. Once a family registers a child through CHIRP, they receive a red bag and documents inside a vile that talks about what their illnesses are, what meds they need, who their medical providers are and it gives specific information, such as an IV in a specific spot. The red bag goes everywhere with the child. As these families register their children, they will notify VECC, who will create a hazard flag on the address so that when responders go out to the home, we can let them know it's a CHIRP residence. It works the same way as the Vial of Life inasmuch as that it comes with a sticker you put inside the entry door and there is also a magnet that goes on the fridge. The CHIRP website was shared with the Users so that as they go out to residence and see a child there who might be a good candidate, they can share this information with them. It was figured that about 20,000 children in SL County alone that would qualify for this program, but only 700 in the whole state have registered at this time, so they are trying to get the word out.

Tech Services Report

Andrew Haygood commented that Hexagon was on a conference call with the Tech User meeting and answered some questions on reports and things like that. For major issues, those items need to go to Mark Whetsel and he will pass them along. They should be receiving information on what steps each agency needs to take to encrypt the traffic for Hexagon. Mark Whetsel said the last 3 days they have spent a pretty successful committee meeting with SLC's IT staff, UPD and VECC, trying to iron out a few of the lingering connectivity issues. Connectivity exists but due to the in-depth detail of things that need to be done, some places didn't have particular ports cut through the firewall, some of the machines were running Window's firewall, which was creating havoc, and they identified 2 or 3 of the minor issues to get things going. At the conclusion of Tuesday, they had full throttle connectivity between SLC, their CAD consoles and the VECC consoles. What this means is that anything entered at either site was viewable and received at the other site, which was one of the stumbling blocks during the initial MPS testing phase. They identified a few bigger issues to be worked on. There has been a lot of discussion about domains; how does the VECC domain talk to the SL Valley 9-1-1 domain and how does SLCgov.com talk to slc.911.local.   All of these domain names need to be resolved somewhere. Originally, they were working with a plan called DNS conditional forwarding, each agency would put everyone else's domain name in there and they could identify where the traffic was. While it worked, it was cumbersome and not a very good way to go. They came up with a plan to create within the virtual servers that they currently run Hexagon on both here at VECC and SL, a box that basically has a data base, a set up that has all the data. As everything came in it would hit that box and then be delivered appropriately. Steps in doing this have been initiated. Mark needs to get the okay from Hexagon to put those virtual servers into place and then get it up and running. The other action item that came up was the Azure site. They talked about fail-over if everyone is attached to SLC or to VECC and for whatever reason, that site goes downs, how does everyone know to switch to the other site. When this project was first initiated, they talked about a communication server and as they started building, it was decided they didn't need it anymore. Now as they get more into it, they have discovered that it would probably be a way to have that server point to the direction in needed to go depending

on which site is up and operational. In the discussion, it was decided that the best place for that site would be in the Azure cloud. Next week, Jonathan and Mark will get together with the Azure team and begin that process of punching that data base server into the cloud, which will address fail-over. Chief Russo mentioned that he understands now they have to enter all their pc statements in UCJIS before entering the jail and then they have to duplicate that pc statement again in jail. He wondered if Hexagon has a way to remedy this so they only have to enter this once. John said they are working on this with Hexagon so that one key-stroke does everything. Chief Diamond said the exception to this would be the jail entry items because they will have to some dual entry there. What they will start doing is start entering the pc statements in the system even before they get to the jail. They are trying to build the back end so that in Hexagon it will filter that information back into the RMS system so that they don't have to re-enter it. But they might have to type it in again in the Hexagon system. John said they are working on this currently. Chief Diamond also mentioned he didn't know why they would even have to enter a pc statement into UCJIS; he doesn't think its UCJIS but the OMS system. John will put together a statement to send out to everyone so that everyone is clear on what the requirements are and what we are doing to address this. Chief Roberts asked about Hexagon user training and Mark mentioned that it's training on November 5 – November 8 in Huntsville. It's all people that are running Hexagon public safety. Mark knows there are still opportunities to attend but they did send an email out saying that the hotel where the conference is being held is getting close to full with reservations. Beth said that the workshops they have there will be for the CAD system, RMS system, Mobile system and Edge Frontier, all of the products they are working on. John will get information out to the Board as well on this training. John also displayed a status report and Hexagon will update this monthly and it will be published on Share Point. This document gives an idea of the things that they are working on right now and if people have questions, this is a good source to use.

FISCAL YEAR 2018 OPERATIONS PLANNING ISSUES

Back in July, John identified several topics to discuss throughout the year and this month we are looking at our Call Taking protocol. Everyone should have received the notification of the Police EPD protocol hosted by SLC, initially on the 10th, but it has been moved to the 19th. They will be looking at both Priority Dispatch and 2 other protocols, one in Hexagon and one developed by APCO. Leslie Devey is going to walk through where we are currently. VECC is currently on EMD version 13 and we have been on this for over a year. We have identified some proposals for change that will be submitted, as things that come up through the QA process that aren't working exactly right. Brian Dale and Kim Rigdon came out 2 weeks ago to meet with VECC; they are over Accreditation with Priority Dispatch. We got a lot of really great information from them and some ideas of ways we can move forward to improve what we are doing in the QA world. Leslie was also made aware that Priority Dispatch is providing continuing educations, called The College of Emergency Dispatch. This is in the package that VECC pays for; it is online training the Dispatchers can go to and access continuing education. On the EFD, we are using version 6.1A, and they are planning a major update which will be in the spring of 2018, version 7. They are adding some actual protocols to it and some of the new things changing will be separating refinery out of outside fire and make it its own protocol. They are also taking out of outside fire the brush and grass wild land fire and make it its own protocol as well. We've had an EFD refresher course going on over the past few days. Leslie reminded everyone that the EMD/EFD DRC meetings are the last Wednesday of each month at 1330, and the last 2 months, there has been great attendance from Fire, and it's appreciated as it helps us move forward and make changes. On EPD, we updated to version 6 in August of this year. It has some really great benefits, and one PFC we put in on was to have the Chief Complaint selection work more searchable and this has happened. With this benefit, the Call Taker can choose a more specific code. We were tasked by the DRC to go through with turning 11 of the Key Questions. These questions didn't provide any additional information that was necessary for a response. 7 of these Key Questions will remain on. These questions just gather more information but do not slow down getting to a code or response. The EPD DRC meetings have been moved to every quarter rather than monthly and then if emergencies come up, they can schedule a meeting. John commented that one of the key things with EPD is moving and seeing how Pro-Qa has responded between SLC and VECC; we have probably submitted several dozen RFC's. They have responded and it's the feedback that we get that will make that change one way or the other, regardless of what protocol system we are using. John also mentioned that the DRC meetings are very important because it helps us identify how each agency wants us to dispatch your officers to your constituents. Anyone can come to these meetings and they look at specific protocols and discuss them and identify how they will be dispatched. Sometimes there are recommends which we push back to Pro-Qa for modification. Leslie also mentioned that they now have the ability to add specific case exit instructions which are unique to our agency. For example, West Valley and Murray both have unique alarm policies on what they will respond on and now, rather than the Call Taker having to remember this, Leslie has the ability to go in and add this to the end of the case exit instructions. There is a lot more flexibility right now in EPD which will hopefully move to EFD and EMD as well in the future. John said on the medical side, we have Dr. O'Driscoll, VECC's Medical Director, attends and as we talk about the appropriate responses, we have his advice. One thing that the State Health Department requires for EMD is that whatever protocol we use and how we implement the protocol is approved by a

contractual and outside Medical Director. Beth also said that on some protocols, there are specific definitions that each agency put into the protocol. For example, on the outside fire protocol, on EFD, the size differentiation between a small fire and large fire, the group came up with the definition larger than a campfire. On a grass fire, the Call Taker will ask the caller if it is larger than a campfire, which helps them differentiate whether it's a small or large fire.

EXECUTIVE DIRECTOR'S REPORT
Fire Station Alerting Systems
John mentioned that we have discussed for some time about the fire station alerting and we have made some progress in identifying Warren James to spear-head and talk with Phoenix. We are now trying to identify what the potential costs will be for each station; we are looking at a base or minimum-type of installation versus those in process of building new stations right now where they will want to do a little more extensive. Warren put together a spreadsheet, the communication back and forth with Eric Hansen of US Digital Phoenix. Warren said they were trying to pin them down; they want to run each station as a custom bid and up-sell the product. He is trying to turn them away from this and provide more of a turn-key product that can be installed in the station quickly and easily cover the current Zetron system. Warren is emailing and texting with Eric and James this morning. Hopefully within the next few days, he will have a good quote for everyone and then they need to turn around and figure out what the base product that VECC will pay for will be versus what each agency wants to upgrade to. They have no real understanding of the scale of this product; they had no idea we were talking about 50 fire stations and that we want this completed by March. There is training scheduled for November 13th, they are pushing back because they think we need to purchase the products before we have training. Warren is pushing back because how do we know what the product does and how we will install it without the training. He is confident he will win on this. He's identified six people, 2 fire fighters, VECC staff, UFA, Warren and Brice Rawlings. John said VECC will pay for the training coming in, which is beneficial for us anyway because it's technical training for those who would be installing or maintaining and those skills are transferrable as well. It also gives us an idea of what's going on. Looking at the spectrum of minimal installation versus full installation, that's what we're asking for in terms of pricing. The document spreadsheet is located in the shared Drop box. John thinks it's important for everyone to take a look at this and if there are any changes, please get back with Warren. Warren asked them to prioritize the quotes as they come in based on construction dates. John commented that when the floor plans were initially submitted, he wanted them to take a look at it and tell him the extent of a basic plan versus a full-functioning one going forward, to give us a base idea of what we had out there. In talking with Glen Hollander with SLC, he said that what they did in Sandy and then Station #2, they did a phased implementation and the installation in some of these stations is very minimal; a controller box basically and maybe some switches to turn things off. He doesn't think it will be very expensive for those who want to do a minimal installation.

Legislation and Rule Changes
John mentioned there is an Interim Legislative Session on the 19th; they are holding a lot of hearings and sessions. One that has come to his attention is Rule 426, which is with the State Health Department, and it deals with ambulances. John has modified some of his comments and provided the document in the Drop box. He wanted to point out a few things that are conflicting and things that require contracts and Interlocal Agreements that do or do not exist. John will be attending the meeting on the 19th. There will also be discussions going on about financial allocations. John has requested additional funding for records management, and it may be pushed back to the regular session. Through the Public Safety, both Chairs of the Allocation Committee have agreed to address this and perhaps sponsor it and John is working with them right now.

Ad Hoc Committee Report
John mentioned there is a meeting scheduled today at noon where this Committee will be looking at member assessments. This was brought up and a Committee was appointed to discuss the existing allocation and maybe some different alternatives.

ROUNDTABLE TOPICS
Chief Diamond commented that it is a new court requirement that pc statements are entered so that Judges can approve them on UCJIS. He hasn't heard of this before but he says this is happening. He will work with Hexagon to see if they can't do something a bit different now. If they are entering it into OMS, this sends it to the Judge and so Chief Diamond doesn't know why it now needs to be entered into UCJIS as well. He will find out more information and bring it back.

The meeting adjourned at 11:25 a.m.