

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING
November 14, 2019 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City

MEMBERS PRESENT: Chief Jeff Carr, South Jordan
Chief Colleen Jacobs; West Valley City
D.C. Chad Reyes, Herriman
D.C. Jeremy Robertson, West Jordan
A.C. Stephen Higgs, UFA
Chief Terry Addison, SSL
Chief Jon Harris, Murray
Chief John Evans, West Valley City
Chief Chris Dawson, South Jordan
Chief Craig Burnett, Murray
Chief Robby Russo, Cottonwood Heights
Chief Clint Smith, Draper
Chief Derek Maxfield, West Jordan

OTHERS PRESENT: Sgt. JD Tazol, Cottonwood Heights
Lt. Mark Olsen, UPD
Ryan Shosted, Riverton
Chris Rueckert, DPS
Travis Trotta, DPS
Dave Shopay, West Valley City
Teresa Prior, UTA PD
Chris Partridge, Sandy PD
Capt. Jon Arnold, Sandy PD
Lisa Burnette, SLC911
Kimberly Vachon, Versaterm
Danni Bills, UPD
John Inch Morgan, SLVECC
Shelly deJong, SLVECC
Jeff Monson, SLVECC
Beth Todd, SLVECC
Missy Widdison, SLVECC
Leslie Devey, SLVECC
Andrea Partridge, SLVECC

APPROVAL OF MINUTES

Motion –

. . . By Chief Craig Burnett; to approve the minutes of the October 10, 2019 Board of Operations meeting; seconded by Chief John Evans; the motion passed unanimously.

USER COMMITTEE REPORTS

Autism Safety Roster

Dani Bills commented that most agencies already have an autism safety registry or something similar where people can go on line and submit information. UPD had something similar and as they went through it, they found some bugs and things were not being entered as well as they should have; they came up with this program. This is a smart sheet, encrypted and only authorized users can get to the information and it can be shared to agencies and partners as needed. It can be sent out and everyone can put it onto their own websites so that everyone has the same form. They would like to put it out there as soon as possible and they would love to have other agencies jump on board with this. Each agency that participates would have one or two representatives that could verify the information for accuracy. It would then be put into the agency's RMS system. VECC will be putting it into the CAD system as well. It is set up to be a flagged record. There is no cost, and no one needs to be a licensed user to be able to use this. Anyone wanting to participate can email Dani at dbills@slcl.org or contact her at 801-657-0120 and she will share the information.

Law Enforcement User Committee Report

Sgt. Tazol reported they talked about the One Worker Program, they will send the Supervisor information, check address history to see if flags come up which would prompt a police response to do a stand by. SLVECC attorneys have reviewed it and they agree with it. Beth commented that it would be put in as a keep the peace; it would be called into dispatch with the address, they would go to a different location and meet the officer there and then go to the address. They discussed the RMS and how much information police expect to receive from dispatch; they don't expect anything above and beyond the normal information. On different shifts, they aren't quite as busy so they might do more digging and volunteer more information, which is welcomed. It was brought up in switching from Spillman to Versaterm that not all the information is being given; it's being worked on from both ends. It was mentioned by John Inch that this could be due to the protocols that the call takers are going off of, they do not use Pro-QA. Right now, they are redoing their call types to make it equal across the board and once they are done, they'll be sent out to everyone. Chief Russo asked if there was a move to start downgrading or not using Pro-QA as much. Beth commented that it's being discussed at the Trustee's level; SLC has made the move away from using EPD and currently we have EPD on Spillman but not on Versaterm; they call process similar to SLC. Chief Carr mentioned that this group suggested to the Trustees that we wanted to get rid of it. They discussed the caller following policy and there were no changes; one thing discussed was the call taker will continue to remain on the line for interrogation. The Autism Safety Roster was presented, the 911 hang-up policy, which will be presented, was discussed. Call takers will check the histories. The Towing Coordinator meeting took place on the 6th, scenario training and other discussions took place on this. They talked about a send police app, which VECC is aware of. Amber alerts were discussed, with the last one being sent out with only a vehicle description, SSL is using a form and will have an Officer, Detective or OIC fill out and send into VECC to use as verbatim. Beth commented that what they found when that information had been entered into WEA alerts and sent out to the public, Utah is the only state in the nation that has an automated entry into that system, which we did not realize. We need to be more careful in what we enter into the fields so that it can automatically go out on the WEA alerts. SSL has committed to do is be more specific in the information and provide us all the details so that we can enter it into the correct fields, knowing it will be automatic, and hopefully other agencies will follow suit. On recording retentions, it will go from 180 days to 365 days. They also wanted to make dispatchers aware that on fix-it tickets, the callers will be told to go to the police station rather than police going to individual homes. They had discussion on the PD 25 radios; Beth attended the UCA meeting last week and commented that initially, all agencies had to have their end users purchased by the end of this year. UCA has now stated it will be 2-3 years before that deadline will be nearing and they will send out further information as we get closer.

TS USERS REPORT

Chris Partridge reported they discussed that Spillman was paid to get everyone upgrade and there was confusion as to whether they would have to pre-pay to get everyone on the same server and data base. This was not part of the original payment, but there is still discussion about what they will have to do moving forward.

POLICY REVIEW

911 HANG UPS

This policy was mentioned at the last meeting and was put out for review and comment; there was one small change made as far as clarifying the roll of who would be checking the history to make sure phone and address history for that phone number is checked for significant safety concerns. With that small change, we have been using this policy temporarily on the floor waiting for this board to approve it.

Motion –

. . . By Chief Robby Russo, to approve the 911 Hangup Policy; the motion was seconded by Chief Burnett; the motion carried unanimously.

Chief Carr asked with regards to discussing policies with the user groups, if there were any Supervisor VECC employees involved in the policy group. Beth did say we have Supervisors that do attend the user group meetings and they have a chance there to give their input. On the Caller Following policy, there was no changes made to this policy.

PUBLIC SAFETY SOFTWARE UPDATE

Beth Todd introduced Kim Vachon, the Versaterm Account Manager, and she will be leading a discussion on the RMS and historical data as well as discussing the options that we have and which direction we want to go. Kim has been working with the Salt Lake Valley since 1996 and she is very familiar with the needs of the departments. John Inch Morgan invited her to the meeting today to discuss some of the points of question where it has to do with RMS. Just this year, Herriman, Riverton, Draper and Cottonwood Heights have joined Versaterm. Versaterm has installed one integrated public safety system and they have a specialized team that focuses on Salt Lake Valley to give the customer support needed. Right now, there are 2 CAD systems, one here at VECC and one at SLC. In less than a month, it will become one CAD system and will be referred to as the Salt Lake Valley

Versaterm CAD. There will be a lot of efficiency shared between SLC, SLVECC and the airport. We will be able to transfer information calls very seamlessly without having to have CAD2CAD interfaces. This CAD supports both police and fire. The Salt Lake Valley Versaterm RMS has been in place since the late 90's. She wanted to welcome all the other agencies that may want to come on board; they aren't here to force anyone's decisions to move and they respect that change. From a dispatch standpoint, it is very difficult and high risk to have 2 CAD systems. She talked about the shared Versaterm RMS and the information in there. All the arrest reports and mug shots of people that this valley has arrested in the last 2 decades are in the Versaterm RMS, even if the agency themselves are not using Versaterm. Everything is pushed to this one system, which is a key component to the first responders. There are 2.5 million records in the name data base right now; there is a lot of information in there. One big question is those agencies that aren't on Versaterm but want to come over and want to convert their data and keep it. The options would be to convert the data or not. Converting the data will give you access to all historical data and one system to manage and search and one system for stats and reporting. The risks include data quality and value; assess if the quality of the data in the data base now is worth bringing over. It's also not also easy to map the current fields to the new fields and it's very time-consuming exporting the data from the current system, import it and then quality control it. This is also where it costs the most. If converting data is desired, she recommends onboarding first; come onto the system, get familiar and focus on the priorities and then take the time to assess what is really important to bring over. Not converting will save money and a very timely onboarding implementation. Not converting data will require that you have access to your legacy systems; you'll need to work with your vendor to make sure you have a read-only access to it, which might cost you less. You'll also have 2 or more systems you'll need to research, and you'll have multiple systems to access for stats. She recommended keeping access to your old system with a view-only; there is no need to update cases in an old system and maintain two systems. Evaluate your usage of the legacy system to determine its value. Versaterm has an ingest process; a program that if the other vendor wants to send the report to the RMS in a certain format, they will ingest it easily. In the future, Versaterm has been doing a lot of research and development on a global search; you would take your legacy reports and convert them to PDF files. Their special search will go read these files. Another question to address is can Versaterms CAD interface to another RMS. CAD calls can come over from the Versaterm CAD to your other RMS; they support the ability to export calls for service in a standard format. Beth invited Lt. Arnold with Sandy to share his experience Sandy had when they converted from Spillman over to Versaterm. In October 2013, Sandy switched from Spillman to Versaterm and moved to SL911. They had the same concerns of legacy information with Spillman and when they spoke with Versaterm it was the same exact discussion. Sandy decided to keep Spillman as their legacy system and started adding cases to Versaterm. For the first year or so, they were still updating information and doing followups into Spillman but at this point, they rarely even touch Spillman. All their information is basically in Versaterm and the information in Spillman at this point is old information. There are still some cases they maintain in there, but they are in the process of switching all that over. Chris Partridge explained that they have their own Spillman server in Sandy. He said they stopped paying for support and there have been a handful of times they have had to call in for support and they just paid as they went. They do still use Spillman for their personnel records because that's where they are, but that's about the only thing they use for it now as well as for training and inventory. Lt. Arnold also mentioned that customer service through Versaterm is fantastic. On sharing cases and seeing other agency cases, you have the ability within an agency, if there is a case that needs to be privatized, to block private information.

AGENDA ITEMS FOR TRUSTEES

Beth Todd gave a briefing on what was intended to discuss at the Board of Trustees meeting next week. Banjo will be coming in to do a small presentation and a Resolution for approval to go ahead and establish an agreement with them to provide the CAD data they are requesting for their system. They will also be discussion a continuation of the mid-year budget adjustment for market adjustments for the dispatchers. Updating on staffing, last month to current, about 2 hours after the Board of Trustees meeting last month, we did have a more tenured fire dispatcher turn in his resignation and we have since received 3 resignations from police dispatchers to go to SLC. Rumor has it there are 3 additional as well, but we don't know who they are. Right now, we are strategizing how we are going to cover those additional openings that we will be seeing in the next couple of weeks. They have gone out and met with a few of the Trustees one-on-one and there is another meeting today with another Trustee member as well to get an idea of what specific information they are looking for from us to move forward and try to stop the bleeding at this point. There will be a health insurance update and there will be a closed session to discuss pending imminent litigation and discuss the character and competencies of employees. There have been anonymous letters sent to various Board Members from employees expressing some of their frustrations and complaints. Chief Carr wanted to comment on this. He received one of these letters and he thinks based on some of the content, he is suggesting that this board can do some things in the interim, no matter what action is taken at the Trustee level. He suggested getting some help from some of the Board members and sit down with employees one-on-one and talk with them to find out what some of the major issues are. Chief Carr said the Board won't solve every problem, but maybe they can find trends there and pick a few things they can affect and have a very positive change that happen that won't cost a dollar. He knows that the Chief and City Managers

from Herriman spent 4 hours on the dispatch floor and Chief Carr challenged everyone to do some of this; come in and spend some time to try and find out what these employees go through. He is an advocate that employees have a lot of the solutions, and as we talk to the employees, we need to ask for potential solutions and he believes there is some things that can be done. The agencies have been asked for years to put their badges around the floor; we can do that. There is an esprit de corps that happens with having discussions. Maybe it's time for a new name for the organization; maybe it would help the two sides to come together. The situation with the CAD is creating some of this, but he believes it's time; John Inch is retiring and a new Director will be coming in and this is the perfect time to have some of these discussions and see if we can really impact these folks that are critical to us and what we do. Some of you have gone above and beyond to try and include them as part of your organizations. One of the ideas South Jordan has is to invite a representative and give an award annual to a dispatcher that has worked in their area. This is something that can be done to recognize them a little more; these dispatchers are hugely important to us and he thinks they are feeling that they're not, for whatever reason. They don't feel like they are part of our organization; we need to do what we can. If anyone is willing and committed to come out and help with Chief Carr, he'll take this on as the Chair and he'll be willing to do this. Pay is part of it, no doubt, but he believes there is environmental issues as well that need to be worked on. Dep. Chief Reyes said that Chief Carr asked him to bring up his visit with VECC; he came out and spent 4 hours here and worked call taking and a radio. Even though he's been in law enforcement for close to 30 years and thought he understood what dispatchers go through, his eyes were open. And having a candid, personal conversation, with the VECC employees, he recognized that there is a hemorrhaging that's going on here and that the morale here is critical and we need to do something even if it's cost neutral. One of the comments he received from one of the workers was that they don't feel like they belong to any organization and that they are just out there in the background; they are neglected and forgotten about. He knows that probably everyone here preaches family first and take care of the employees, but with VECC being removed and a provider to us, we forget that these people are also our employees and our family and lose sight of this and treat them the same way we would our own line officers. Chief Carr said he sat down with his staff 2 years ago and asked them which dispatcher they wanted to reward, and they almost immediately knew. If everyone takes the time to do this, whether it's formally, or anything, it's important. Chief Russo agreed with everything and mentioned that money is a big component of this; we may need to be prepared for raised assessments. There is something that can be done right now, in the interim, including sitting down and spending some time with them.

INTRODUCTION OF NEW BUSINESS FOR FUTURE MEETINGS

There was nothing more to discuss at this meeting.

The meeting adjourned at 11:33 a.m.