

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING

November 9, 2017 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City

MEMBERS PRESENT: Chief John Evans, West Valley City
Chief Marc McElreath, West Jordan
Chief Gil Rodriguez, Murray City
Chief Clint Smith, Draper
A/C Steven Higgs, UFA
D/C Anita Schwemmer, West Valley City
Chief Ron Morris; South Salt Lake
Mike Fernandez, Murray

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
Missy Widdison, QA Supervisor
Chris Dunn, QA Supervisor
Ambir Widdison, Operations Assistant
Andrea Partridge, Admin. Manager

APPROVAL OF MINUTES

Motion –

. . . By Chief Gil Rodriguez; to approve the minutes of the October 12, 2017 Board of Operations meeting; seconded by Chief Marc McElreath; the motion passed unanimously.

USER COMMITTEE REPORTS

Fire and Emergency Medical Report

DC Terry Addison mentioned the DRC meeting reviewed the stroke protocol; there is an option to change where the stroke diagnostic tool launches in the protocol. It can be launched before achieving a final code or after the final code. The User group liked launching it after achieving a final code, however, the Doctor wasn't present, and they decided to wait until he comes back in to get his approval. They talked about the Verizon paging issues. Pages are still being delayed and Verizon is saying that it's our problem. Mark Whetsel said he's been in touch with Verizon for the past three days and have made some configuration changes, per their lead, and now we are waiting to see if things get better. Mark doesn't believe that it's something internal here as T-Mobile, AT&T and Cricket are not experiencing issues. As of 1600 yesterday afternoon, Mark has been in touch with them, working on this. Terry asked if the agencies would continue to send in issues to Lin, she'll be tracking this. US Digital training was initially scheduled for next Monday the 15th, but it may be rescheduled in December. Warren James commented that the training was delayed for next Monday because US Digital wasn't ready quite yet; it will be held sometime after December 8th. He is working with both UFA techs and Brice Rawlings to facilitate this. Due to the BCI audit, all the Comm's Chiefs will be classified as escorted visitors due to the data out on the floor. If Fire Departments have a TAC, they'll need a letter indicating they have had background checks done, or a driver's license and DOB can be given to the TAC so it can be sent off for VECC to run fingerprints and do the BCI checks, or they can be escorted out to the floor. Spillman will be down this Sunday night for 6-8 hours for an upgrade; it will be a complete outage, no mobile, no CAD. VECC will have a bunch of call #'s set out and they will need to be filled in as they go along. It will start around midnight on Sunday night. VECC is running into some problems with Priority Dispatch scheduling their EMD, EFD and EPD classes. Call Takers must be certified before taking calls and delays in classes impact operations. VECC would like to have our own Certified Instructors so that we can hold classes here rather than scheduling them around Priority Dispatch's schedule. VECC has offered to facilitate this training, if there are any officers or fire fighters

who would be interested in stepping up and doing some training. Terry also mentioned that beginning at 1500 today, South Salt Lake is having an Islamic march from 3300 S to 3900 S. It has been peaceful the past few years, but he wanted to bring it to everyone attention.

Law Enforcement Report

Lt. Mike Obrey said they had training on the new UCJIS PC statement for the jail bookings. Everyone was brought up to speed on this. They had a presentation on Sonitrol, an alarm company. They came and presented a dispatch award and recognition for assistance in catching some burglars in West Valley. Dispatchers were able to monitor from the inside and send officers out after verifying it was a good alarm. They discussed Animal Control and how to handle after hours calls. They set a protocol for callers calling with an animal in custody; they will be referred to the Sgt or OIC for determination on how to handle them. The Send protocol was discussed and they were provided little pocket cards as well as a jump drive with a presentation on it that they can show at roll calls. This will help the officers get information out to VECC so that fire knows exactly what they are responding on. Mike believes this is a great thing to do. This will go out to everyone. Right now when dispatchers come out on a ride-along, they haven't traditionally had set protocols, goals and objectives, so those were established. Dispatchers will arrive with a set list of things they need to do that the officers can show them so they have an idea of what goes on. There are a lot of officers arriving on calls and not telling the dispatchers and then they are running people or asking for requests. It was requested that officers need to check out and let dispatch know what they are doing and which calls they are on. On line reporting was emphasized so that call takers can let callers know that there are certain calls or details they can take care of on line. Frauds are a good one that takes up a lot of time for officers and dispatchers. They can report this on line. John Inch Morgan commented that ride-alongs were discussed and he was curious and wanted to ask everyone what their thoughts are on ride-alongs and what types of things would they like to see from both police and fire for them for our dispatchers. Chief Mike Fernandez is a big supporter of ride-alongs, he thinks it's a good way to introduce to an officer the voice on the other side of the radio. Having a small checklist of things that VECC would like to see is a great idea. Realistically, he thinks it's more of an orientation ride and perhaps they should do 2 of them; one to spend quality time with the officer and then one to get into more training. Chief Gil Rodriguez has a process they go through and if they call the secretary and she can get it set up. Chief Clint Smith mentioned they have a process as well and it's all listed on their website and they can identify themselves and what their intent is and it's electronically submitted, and they are happy to accommodate. John asked how far down in the training process would they like to see these. DC Anita Schwemmer thought it was a good idea to just allow them to go out and get familiar and get to meet some of the officer they will dispatch for and then later, after some training, they can go out again. Having two separate rides is a great idea and they love having the dispatchers out with them; it helps build that rapport with the officers. West Valley has a ride-along program through the city website, and for dispatchers, they can contact a Watch Commander and they can set it up.

Technical Services Report

Andrew Haygood mentioned the upcoming outage of Spillman from midnight to 0600 this Sunday evening. Hopefully all the IT people have installed the new Spillman version on all the computers so that when the system comes back up, they can just use the new program and get right in. Dispatch centers are still trying to work out a few of the last remaining communication problems between VECC, SL County and SLC due to Hexagon. Finally, the Tech Users group will be switching with the Chiefs in January and TS will take the 0900 slot beginning the first Thursday in January to accommodate them.

FISCAL YEAR 2018 OPERATIONS PLANNING ISSUES

Previous Business

John has identified for each month a topic of discussion. This is a follow up on some of the business we've talked when we talked about protocols.

EPD Demonstration Report

Gigi Smith mentioned that she and Chief Diamond attended the EPD side-by-side demo on October 19th and they showed three different programs; Pro-Qa, the Premier Responder and Hexagon's IQA. Especially with Pro-Qa, which we current use, they did discuss that since Don O. w/ Hexagon is familiar with our processes, they were going to ask him to look into it to see what modifications or suggestions he could make for us. One of the biggest concerns has been that as we are taking information, it's taking a while to push out to the mobiles. Currently, the understanding is it is with Spillman. With Hexagon, per Don O, we will be able to configure and say when we want that information pushed out so it will go out a lot quicker. With Pro-Qa on Hexagon, the other information is that the newer the information as it comes through will pop up in red at the top of the narrative and on top of the information so that everyone will know that the newest information will come up to the top. The other thing is if there is critical information, such as a gun or knife or weapon we have identified, that will also

show up and have a critical or urgent symbol to bring to everyone's attention or it can be color-coded. As far as the APCO Premier Responder, this information has over 255 characters if needed. This information goes over as soon as we enter in the information. One of the drawbacks is that the information will pop over as it is entered in the order it's entered. So if the caller is giving information in a crazy order, that's how it will push over. IQA has a very simplistic style, it will look a bit cleaner with less words. Scott Freitag mentioned that there is one other software program out there called Power Phone and he was going to contact them and allow them the opportunity to do a demo before a decision is made. The person giving the demonstration was with Hexagon and he only knew what he knew about the product because of the usage and practice with what he had. In order to be competitive, they want everyone to allow each company to actually show it themselves. John also mentioned it's in compliance with State purchasing. As we go through this process and make decisions, we need to think about the endowment the Academy gave us. Currently, the endowment states that we must use all three protocols. If we switch out a protocol, we may have to return and pay them back. SLC attorneys are currently looking into this right now to find out what this cost would be if we did, in fact, choose to go away from Pro-Qa. Chief Evans mentioned if PD is looking at going away and there is other issues, now would be the time to pull the Fire people in and see if they are doing something else as well. John Inch Morgan mentioned that to be in compliance with State purchasing, we have to have each vendor come in and demonstrate their own product for us. This would be an end-to-end demonstration that would include police, medical and fire and it would be a day or two where we scheduled these and invited every agency in the Valley. With the endowment, part of the agreement is that we agree that we will strive to use all three protocols. We cannot replace EPD with a competitor and have them both residents on our servers. Part of this is intellectual properties. There is probably a way we can get around this, but John doesn't know if we would ever not have some type of protocol or questioning routine. We want that consistency for training, and if we are ever brought into a lawsuit. Where John thinks the liability would be is if we have a Call Taker not ask a pertinent question, officer show up to a completely situation because we haven't gone down a certain protocol, or a medical. These are the things we need to address as we look into this, but from our side, Chief Diamond said that the EPD protocol is flawed. Our purpose is to coordinate the assessment and investigation of this so that we have a fair competitive process in the evaluation. Since SLC is taking the lead from the legal side, we also go in and make our decisions based on each presentation and the information we collect. Gigi will work with John to connect with Scott Freitag and work on getting some Fire demonstrations. Where Chief Diamond has been saying that we ask too many questions, it was interesting to see these side by side. For the most part, they are all very similar in structure. Chief Morris asked if SLC was also unhappy with EPD and John said yes they were, and that's why they arranged the head-to-head demonstrations. Since we are all going on the same Hexagon system, and looking at the possibility of dispatching for each other so we don't have to transfer calls, we want to be on the same protocols. Gigi did take bullet notes if anyone is interested in seeing them.

November Report and Discussion – Staffing Levels

Jeff Monson mentioned that VECC is always looking at staffing and tracking turn over and those types of things. He put together a comparison over the last year and this year up to today. Last year, our turnover was a little higher and the number of those individuals leaving for other jobs was highest on the list; it's highest again this year, but not as high. We hired 28 employees last year up to November. This year, instead of losing 32 employees, we have lost 23 full time employees. Other jobs are leading the pack, although it was really slowed down in the last little while. Back in June, we were able to do some things to slow this down. An interesting note on this, we had 2 individuals who left VECC earlier this year for other jobs and they have recently returned full time. We unfortunately lost one employee, he passed away, about a month ago, and we are dealing with that. There were a few individuals who were let go for not following policies. We have 69 fully-trained employees and 14 in training right now. Our staffing levels have been reviewed, and we've never really been able to get to the authorized 81 employees; we are usually in the 72-73 area. Some very good applicants have come through recently and we were able to hire them. With our predictive hiring, in November, we typically lose about 4 individuals. Jeff doesn't believe we will do it this year. In December, we usually lose 3 employees. With staffing levels, Jeff has gone through to look at the staff and what levels we need in order to be efficient. Call volume is constantly being reviewed; it has fluctuated over the last three years. We are also noticing our afternoons are getting really busy. Calls are sometimes going into queue and so we are looking at increasing the number of call taking shifts we have in the afternoon. Talk time on a 9-1-1 versus a 10-digit call is being looked at also, as well as talk time on the radios. The possibility of splitting channels in the future is an option, but it would require more staffing. Jeff will be putting a plan together and will bring the information back to the Board to let everyone know what he is finding and to collect feedback. With Hexagon coming on and the consolidation, we are reviewing the staffing levels we will need in the TS department to see if additional staffing will be necessary. One thing that's important to John is quantifying and staffing based upon the metrics we are looking at. This will be the next thing we will bring back is those metrics so that we can take a look. Then find out the preference of the Board on how to deal with the busier channels. There are other things we can look at in how we assign our people. Another challenge is that this is one of the job categories with a very high

turnover rate. Part of this is compensation, which we have adjusted, and the stress of the job. When we see those stressful situations, we are looking at what kinds of interventions can we deploy.

EXECUTIVE DIRECTOR'S REPORT

John explained we have been working on developing an Interlocal Cooperative Agreement with DPS. They want to come on to the CAD system, and they want to be able to share records from the PD side. Also, the State Statute that was changed with SB198, which requires each dispatch center to have an Interlocal Cooperative agreement with the PSAP in the same geographical area. They are required by law to have this with the PSAP's by July 1st. John placed this in the Drop box for everyone to look at. With everyone on a different system, we don't get the latest and greatest information. It is fairly straightforward and it does mean that we will be making a financial arrangement with DPS. Right now, the compensation for answering phones is coming through the \$0.71 distributed, but we recognize that there are probably some other obligations that we need to look at on the staffing side. John added into this that there would be some compensation.

John will also be putting in the Hexagon monthly report to the Drop box. It identifies the critical things we need to take advantage of, those next steps and those things that are still on schedule. There are a few things that come to our attention; for the past several months, they have been working with BCI to allow Hexagon to have CJIS access. They thought everything was going fairly well, they had negotiated a 12-point agreement, and then at the last minute BCI pulled out of this and said that they have to follow every other step just as if they were a police agency. Everyone will have to do their finger prints, a security policy will need to be in place, as well as other steps. Hexagon argued that they are a vendor going through the different agencies and just wanted access to their test data. BCI has test data but it's incorporated into their live data. Also, the FBI has been coming through and increasing the audits on CJIS access, which is holding everyone to a higher level. The other thing John is working on right now, which ties in with the Statewide Police RMS is Palentier. It will work with the Hexagon project. They are making some progress, but it's one of those things where they are trying to get two different vendors together to identify how they will have the interface.

ROUNDTABLE TOPICS

There were no roundtable topics to discuss at this time.

The meeting adjourned at 12:13 p.m.