

## SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

### OPERATIONS BOARD MEETING

*February 8, 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  
Chief Clint Petersen, West Jordan  
Chief Craig Burnett, Murray  
Chief Jeff Carr, South Jordan  
Chief Ron Morris, South Salt Lake  
Chief John Roberts, Bluffdale  
D/C Matt Elson, West Valley City

**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  
D/C Shane Hudson, UPD  
C. Carpenter,  
Dave Sanderson, VECC Accounting  
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  
Ambir Widdison, Operations Assistant  
Andrea Partridge, Admin. Manager

### APPROVAL OF MINUTES

#### **Motion –**

**. . . By Chief Doug Diamond; to approve the minutes of the January 11, 2018 Board of Operations meeting; seconded by Chief Ron Morris; the motion passed unanimously.**

### NOMINATION AND ELECTION OF OPERATIONS BOARD VICE CHAIR

John Evans commented that it was the Police's turn for Vice Chair. He nominated Chief Jeff Carr for the position. The nomination was seconded by Chief Ron Morris. The nomination carried unanimously.

### USER COMMITTEE REPORTS

#### Law Enforcement Report

Lt. Mike Obrey reported that the PD Users elected a new Vice Chair, Sam Winkler. They looked at Weber County's Tow Policy where they are charging the tow trucks a fee for calling them to the scene of an accident. In their scenario, it works out to be about \$17 per call. The Users are exploring whether they want to do in the valley, and they discussed the pros and cons about it. They asked the tow coordinators that came to the meeting yesterday and the PD Users to go back to their departments and talk it out with them and come back in March to discuss it further. John Morgan will also be putting together some numbers as to how our numbers would reflect and what our amount might be if we do it as well. John said that what Weber County Dispatch is doing is requiring all tow companies who want to be on a tow list to enter into an agreement, which includes the \$17 fee per call coming in. Some of the issues that came up with the tow coordinators are that they are just going to pass that cost on. If they are already at the top of their tow fee, the company would have to absorb it, but if they are less than that, it would be passed on to the individual. John has told them all that as he sees these things coming up, it's his obligation to bring them to the organization so that we can decide how to best

deal with it. At the meeting, they also discussed what happens when a dispatcher is on a domestic call and the call is cut off. Does the dispatcher call back automatically to reestablish contact? It was determined that they will not do that, they will advise the responding officer and supervisor and then they will make the determination whether the call is made back into the home. On 9-1-1 hang-ups, they will not be leaving voicemails. Notifications for the CART team were discussed and they asked that they get a call tree list to VECC so that they can help if assistance with call outs is needed. The Verizon update was discussed and it seems that everything has been fixed. Mark Whetsel said he hasn't heard any complaints in the last three weeks. If there are any issues, it was asked that they screen shot it and send it to Lin. The Lockdown drills went smoothly; there weren't any major problems. VECC learned a lot and made a lot of repairs and adjustments and there will be ongoing plans to continue the lockdown drills. There were a few problems with some of the agencies who were cut off guard and didn't know it would be taking place. They will try and get this out a little better in the future; the next drill will be in April.

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

B.C. Terry Addison commented they discussed Verizon and the lockdown drills as well. After bringing the 10-33 policy to the Board last month, they determined they would only use it if they need everyone to assist. They will also use "expedite PD". VECC will be doing some training with dispatchers on this as well. On working incident notifications, it was decided 7-10 years ago that it was up to the Incident Commander to determine if a working incident page went out. A few people weren't aware of this change. Another question was brought up about strike teams; this had to do with Drapers incident at the prison. There have been concerns about calling out a strike team and VECC will follow up with some side-by-side training. The lockdown drill went well. On the Fire side, they talked about some console malfunctions that were identified and repaired within 24 hours. Station 108 is not repeated and so they cannot transmit on the lockdown channel, and some platoons received tones and others did not. They also discussed the Pulse Point presentation. Beth explained that in the Trustee meeting, Chief Peterson discussed Pulse Point and requested that we take a look at it and decide if it was a direction we wanted to go. Beth has been in contact with an individual from Pulse Point and was just trying to decide if it should be brought to the User groups or where we wanted to start having that discussion. Pulse Point is an app on the phone where business register their AED's and then citizens can go in and register the fact that they are CPR trained and then if a full arrest is received, anyone within the area will receive a notification that CPR is needed, or there is an AED nearby. Terry also mentioned they discussed launch codes. In the DRC, a suggestion was brought that because some calls are holding on the screen too long, so now a launch code will be sent out immediately and the details will be updated on breathing problems, chest pain, heart problems and full arrests. There was some discussion that structure fires were sitting on the screen for a little bit; probably a result of the Zetron going through and alerting the stations. John Inch will do an audit of those calls and give them a report back. On the round table, on February 1<sup>st</sup>, medic ambulance 126 will be back on line. March 1<sup>st</sup>, there will be 3 EMS only ambulances available and 218 and 226 will be peak load units.

### **Technical Services Report**

Andrew Haygood mentioned that they discussed a direct link between VECC and SLC instead of relying on the radio wave; they would like that as a backup in case there is a problem. They are going with Geomax through CenturyLink. It will mostly be to hardware locations. In 2 weeks, Hexagon will be on site to stand up a complete replica of all the servers they have here at VECC out at SLC so that there are no problems there. During that timeframe, Hexagon will not be able to be used, so those working on the project will not be able to log in during this process.

### **RESOLUTIONS FOR THE BOARD OF TRUSTEE – OPERATIONS RECOMMEND**

John Inch commented that these resolutions are those he is planning on sending for final approval at some point in time to the Trustees. The first resolution, T18-04, is a mid-year budget adjustment. He's asking for an adjustment for a few different things. He will be presenting a mid-year budget and coming year's budget next month for final approval. John will ask for a public hearing in March, but he is publishing the documents right now in a tentative way so that the Board can discuss that and give John any other information that he needs to take a look at. The mid-year budget adjustment is pretty simple. One of the things with the CAD project that we have an Interlocal agreement with SLC is that additional costs other than the grant costs received will be split between SLC911 and VECC. These are the costs we are looking at that come above and beyond; some are discretionary, some are essential that we move ahead on and some depend on what we decide we want to do. The CitComm contract is our Project Manager; we had him scheduled to run through our stand up date which would have been in the next couple of months. We are now looking at the stand up date to be September and October; this would be an extension of his contract which would be split. Site replication is to make sure that SLC911 and VECC have the exact same configuration. The hardware is the same but we discovered that we had a primary and secondary that didn't have all the modules in at SLC. The management team made a determination to go ahead and have both sides completely replicated so that they mirror each other and the

\$151k is the cost that we would split between the two. There could be some off-setting things because we have credits with Hexagon. However, John wanted to put out the worst-case scenario so that as we look at amending the budget, we either meet the obligation and/or we have some surplus if it's not the exact cost. The site replication is not only the configuration by Hexagon; it's also obtaining additional licenses, which is the \$14k cost. The Geomax increased capacity would be there as well. Coming into 2018, the budget adjustment would be \$141k. This is what we would ask to be taken out of our reserve, which is close to \$1 million, to meet these additional costs going into the Hexagon. Out of those costs, John doesn't plan on expending everything before July, which would leave an additional balance of \$57k that would go into the next years' budget.

Resolution T18-05 is adopting an annual FY2019 budget. John wants the information to out prior to adoption so that if there are any changes, they can be put into the agency budgets. Some of the important things to discuss is in looking at the revenues coming in, those that have been estimated and verified based on the income coming in is \$7.3 million, which is at around \$5 million before the pass of SB198 and SB155. Dave Sanderson mentioned that the budget committee met a few weeks ago and the budget was updated. The good news is that the member assessments did not increase. There is a reallocation of those, based on the call volume, but the total dollar amount stays exactly the same. The new stuff will be funded with the new increase in 9-1-1 revenues.

John is looking for input from this group over the next month. When we stand up the Hexagon system, we will pay a maintenance cost and the agencies will pay a maintenance cost. In the contract we negotiated with Hexagon, we have an all-inclusive price for everyone in the valley, including SLC, Sandy and all our agencies. We could continue to pay for this through the contract here and leave it here because it would reduce the agencies obligations to pay for their maintenance for the Spillman system going forward. There are discussions that need to be had, but these are the assumptions that John put into the budget itself. At the very minimum, agencies are where they are right now and have a figure they can budget and any adjustments would be less than what they paid this year. John mentioned he is concerned about 1 piece of legislation from Comcast this year; they want to change the way these fees are applied to multi-line entities. Rather than having fees applied to each line, as it's written right now, they want to have it applied to concurrent potential use. When Senator Harper asked John to look into it and talk with Comcast, he asked them to provide their estimate on what the revenue difference would be for customers, but he hasn't received anything back yet. The other thing Senator Harper and John spoke about was last year they went and set the fees based on their calculations as to what the cost would be for the radio systems, because they are now all inclusive in the fees being charged by UCA and for the 911 operations. If it is a significant reduction in revenue coming from the telecoms, the fees need to be increased again, and John doesn't think they want to do this two years in a row. Unless there are legislative changes, the budget has good and conservative numbers. These fees have only been collected over the past 5 months, due to the 2 month delay. In looking at this, one of the difficulties is that some telecoms are paying monthly and others are paying quarterly. There is some extrapolation going on here based on limited data, but John has tried to be conservative in his estimate and he believes it's a good number and it could be a little better than this. Chief Russo asked John where wages are at for next year and what the increase in health insurance is. John is looking at a 7.7% increase in health insurance and a slight decrease in dental benefits. We have introduced an HSA and have made it as attractive as possible. With compensation, Jeff Monson commented that we are looking at a 2% COLA and then between 2-3% for a performance increase, for those individuals meeting expectations. There are a few employees who are red-lined and in the past we have been giving them a one-time longevity bonus. Red-lined employees do still receive a COLA and then the bracket moves. Jeff does market studies each year to make sure we are in line with many of the other centers. When we increased the starting salary to be equivalent to UPD and SLC we had compression issues that we needed to adjust. There are still some adjustments that need to be made which are all included in this years' budget. John plans to have the public hearing and adoption of the budget in the March Trustee meeting.

#### **Discussion on Funding the Fire Station Alerting Systems**

There has been a bit of discussion about the fire station alerting. John asked Warren to give out some of the information we have. This discussion started because of the age of the Zetron equipment and the new technologies that are coming out and sequential station alerting versus digital all-at-once alerting. We need to expend some funds to either upgrade the system or get in line with Sandy and SLC. The system we are looking at allows SLC or VECC to dispatch any station going forward. Having us all on the US Digital Design/Phoenix system made sense. From the fire side, Warren James was appointed to head this up and look into it. He's gone down to Phoenix, done some training, and understands the system. As we look at this and receive a tentative quote, one of the things Warren, Justin Waters and Mike Bain have done is they've gone to every fire station and done an assessment of what the base needs are. Initially, we thought base needs would be about \$12k, but in looking further, to do what we think we need to do and get everyone on the same level, we are looking at about \$36,731.75, just an estimate. With 46 stations and VECC, we are looking at an expenditure of

\$1.7 million. There are a few different options; take a look at putting out a bond, a municipal equipment lease that we would pay over 3-5 years and with the additional funds we received from the 9-1-1, we could allocate an amount of money to do this. The second option is to use reserve funds of about \$1.6 million and we could allocate some of those funds to the stations and carry that burden and then push some of the cost to the fire stations. A municipal equipment lease for the full amount would cost approximately \$398k yearly. John feels this is one option we should pursue; this is the option he would favor himself. Rather than pushing a budgetary adjustment on every city, it could be put into the assessments. If we put money into a municipal equipment lease, it would reduce the annual payments and doesn't deplete the reserve all together. John has run a few scenarios to this point. Warren James explained what was included in each base cost: a station controller, a tablet computer, which alone is \$23k. In almost every station, the station controller needs to be installed near network equipment which is not near the living quarters. Each station will also receive a remote panel, and the addition of the stand-alone data center. These use a proprietary POE (power over Ethernet) to power all of the peripheral sites. If this goes by the rest of the data equipment, someone will plug something into the wrong thing and will fry the system. The remote panel will also have the same data address and provides the ability to do all of the controls needed. The control will go back to the crew; when they arrive in the morning, they will log into the controller and tell them which units are on station. It will use the existing equipment across the board; all they are doing is adding the station controller, wiring, a new radio and the control panel. Part of the reason for the increase was in July they phased out generation 1 and there was also a significant price increase. Warren said it will significantly improve ability and will knock 60 to 90 seconds off as well. Chief Higgs commented that he thought the understanding all along was this would be fully funded and if we proceed down this road, this is the direction we need to go. Many of the agencies agreed with him.

#### **PREVIOUS MONTH'S DISCUSSION – POLICE DISPATCH CHANNELS**

##### **Police Channel Dispatch Statistics**

Gigi Smith commented that new signage is going up on the freeways; they're starting to install it in the spaghetti bowl. The beta testing was in the area of the ramp northbound going towards the airport. For the Police Chiefs, Gigi sent emails yesterday with all the maps. She has invited a representative from the engineering company installing all the signs to the next Supervisor meeting, Tuesday, March 6<sup>th</sup> at 1530. If any representatives want to attend and learn more about what this process is about, they are welcome to attend. She will also announce this to the PD Users at the next meeting on March 1<sup>st</sup>.

John asked Gigi to follow up on last month's discussion regarding police channel talk times. She just wanted to let everyone know what's been done over the last month in order to prepare for the conversations John and Gigi will be having as they come out to see the Chiefs. The first thing in reducing talk time, Gigi mentioned that one of the agencies has decided that they no longer would like information only medical or fire calls broadcasted over the channel. Yesterday, Gigi met with the Sgt. from that agency and he had nothing but positive things to say about this. So far, it has reduced channel time, there have been no incidents as far as delayed response, or anything like that. The Sgt. said it's been working very smoothly and he suggested it be brought up for the other agencies that they might want to consider doing this as well. Also, in talking about opening up the second service channel and having it full time so that when the officers switch over, they don't have that wait period, Jeff and Gigi determined that in order to open it up, they would need to have 3 more full-time dispatchers than what we currently have for staffing. With those numbers, it will be submitted for approval into the budget we are now in consideration of. Looking at the benchmarks, the number we have is right around 35,000 minutes per year; a nice average. Before we add a service channel, we need to take a step back and do some housecleaning on the channels. Gigi talked with the dispatchers and asked where they felt they could improve and where the officers could improve. They are needing to have the officers repeat themselves a lot for things such as covering over each other; traffic stop information being jumbled, not using full unit identifications, causing the dispatchers have to ask them to repeat to confirm. If we polish these things, or use the secondary channels for chat more often than we do now, we may find that some of the radio talk times will be reduced and we won't have to go to the extreme of opening a secondary channel for 24 hour periods of time, which would be increased staffing and an increased budget. Immediately, we can start to look at the busiest times of the channels and consider a more specific-focused secondary channel time, to cover the time frame but so that it's not open all the time. Gigi would also like to look at how processes will change with the new Hexagon system. She has also been working on channel mapping but she'd like to have conversations with each agency to be able to create something with the current set up and then also what might take place in the future and what that might look like.

#### **NEW SCHEDULED DISCUSSION – FIRE DISPATCH CHANNELS**

Beth Todd is going to cover call volumes that they have been dealing with on the call taking and fire side of the room as well as impacts she has seen on the fire side with staffing changes over the past few years. The total number of fire and medical calls this year increased by about 4% this year. They are still at about an 80/20 split

with. The total was 58,502 combined calls for the year. When Beth looked at the incoming telephone call volume, she expected to see something along those lines, but we saw a 3% reduction in these calls. We had an increase of over 28k incoming 9-1-1 calls, of those 17k of them were abandoned 9-1-1 calls where the caller disconnects before it makes it to the console. We also decreased over 10k calls on the 10-digit line. 9-1-1 stayed about the same, around 600 less in 2017. Our busiest months 9-1-1 call volume wise is still May through September, with about 24k calls per month average in those 5 months. Also, the abandoned 9-1-1 calls in 2016; up in the 50k range, was about 18% of our overall call volume, with a reduction down to about 38k and about 13% of call volume. Each of these calls has an action that the dispatcher or call taker has to take. They create a CAD call, they try to make contact with the person to verify that they don't need help, or they call back and find out they did have an emergency and then they are able to process the call. There is also radio push-to-talk and air time numbers that Beth will send out. They did a channel configuration change at the end of 2016 where before they had UFA on one channel and all the other metro channels on another channel. They configured this to a more geographical so that the stations that respond together on calls, they are all on the same channels. In 2016, previous to this change, channel 2 was the busier channel, although they were still very close. After the change, channel 3 is now the busier channel; the west side area. Channel 4, the Ops channel, is the slowest one; however they are also the channel we end up patching with another channel when a multi-unit response comes in. We are at about 8.2 million airtime seconds per year combined channels 1-6, which is about 3 to 3.5 times more than the northern part of Utah County fire departments used combined.

Staffing-wise, we have 16 hours with 4 dispatchers on the fire channel and then the other 8 hours, they go down to 3. In looking at the US Digital and the automatic voice dispatching that will come along with this, it may benefit us to do another configuration change. Beth will discuss this further with the agencies when she comes out to do the one-on-ones with each Chief. The big staffing impact we had, when we lost the dispatchers back in 2016 to SLC, were felt on both police and fire. Even though 4 of the 5 were police dispatchers, it impacted fire quite a bit because there were enough openings on police, they had to open up a few on fire to provide more dispatchers on the police side. It took us until the end of last year to recover from that. There were also 2 individuals that left due to personnel actions, and the unintended consequence of this action is that about 4 years ago, the average skill level, knowledge and experience of fire dispatchers was close to 10 years. What we have now found is we are at about 2 years. We do have 2 long-time dispatchers but everyone else is pretty new. The training materials have some gaps in it that were being filled with those with the institutional knowledge and now that we don't have that, the people that have been trained recently are not getting those gaps filled in. The goal for 2018 is to augment all those training resources to be able to get the information to them to better train the dispatchers.

John commented that we are looking from a statistical stand point to determine what our staffing needs is, which will be brought to Trustees when we have this information.

## **EXECUTIVE DIRECTOR'S REPORT**

### **Legislation Report**

John reported that there aren't any real 9-1-1 issues currently being followed; we have the Comcast, which isn't a bill yet, and a CenturyLink one that Senator Harper has asked John to take a look at. They want to move their liability up to willful and wanton from gross negligence. They want to expand the provision of access lines to regional basis rather than a local basis, which could be a benefit to us and them. The other one John is looking at and following is HB125, the Good Samaritan, you have to call 9-1-1, which would have a negative impact if everyone is thinking they could be charged with a Class B Misdemeanor if they don't dial 9-1-1. There is good and bad to this legislation, but it is one that should be watched. A few others on the horizon include HB13 and HB31, and John will send out a weekly sheet of where we are at in legislation. Another thing in legislation, a negative for us, is we had a request in to help fund our record management; it has been taken off the table. The Governor and some others have questions whether they are ready to participate. One of the reasons we were asking for funding is for data conversion of our Spillman data and the Versaterm data. There are some issues right now in the total cost Hexagon gave us to convert every bit of data, which was \$1.7 million. There was a document put out that had 21 different data fields that Hexagon was converting to get to the dollar amount. In cost break down, it was \$950k to convert the Spillman data, \$450k to convert Versaterm data and \$300k to convert the FatPot data. In looking at the 21 categories, there are probably 7 that are highly-desirable and there are a few that might waste money to convert. To maintain a legacy system, which would cost less than what agencies are currently paying, would be mainly 8 – 5, 5 days a week, which would reduce the costs. In looking at the aggregated costs for maintenance on their record management system and what the negotiated price over the next 5 years will be for all systems, we save about \$400k in that total cost. John feels that we need to discuss not having Hexagon do the data conversion, utilizing the tables we have in Versaterm right now, Greg Bailey, the Chief Technical Officer, believes they can convert the essential parts of the data. He feels that as Police Chiefs, we need to talk about what we really need, how does access to records help and have a

consolidated records system that shares information from the field-based reports to the records themselves. John will provide a weekly update each Friday and will send it to Operations and Trustees.

#### **Fiscal Year 2018-2019 Budget Discussion**

John presented a power point that goes over some “big rocks” which are a few things in the budget, such as training needs, and a few other things that have already been discussed at the meeting.

#### **Revenue/Expenditure Report**

John covered this already earlier in the meeting when they looked at the \$5.7 million versus the \$7.5 million in estimate on where we are and what’s coming in.

#### **TOW COMPANY POLICY DISCUSSION**

John wanted to bring this up for the Board. Weber County has implemented a policy where they require tow companies who want to be dispatched, based on the request of police agencies, to come in and do an agreement with them and that agreement also indicates they will be invoiced on a monthly basis at the rate of \$17.00. They also have a \$20,000 Administration cost, which John wouldn’t agree with, but it’s the basic concept on whether or not this is something we should take a look at implementing, requiring by a vote of this group to require all tow companies who want to be in a rotation in any-given city, to have us call them and go down the list and dispatch them. But every time they do this, if we were following the Weber model, they would be charged \$17.00. The Tow Coordinators asked John to run the same kind of cost sheet that Weber ran and then see what our costs would be, and then we could discuss the pro’s and con’s going forward. John won’t do this if the Operations Board isn’t interested in this. He could push that back down to the Tow Coordinators and users groups and let them know we aren’t interested. Chief Russo felt like this was a service provided to the citizens. At some point, the fees would trickle down to the person involved in the accident, and he is not comfortable doing this. John felt that one thing the Board might want to consider regardless of funding is to have it registered here at VECC for those qualified and able to be on the rotation. Many have that agreement with them already. We have lists of tow companies, but it is an agreement with the agencies. John is looking at legislation that happened last year that said any dispatch center that is in the same geographic area as a PSAP must have some type of agreement of roles and responsibilities. The agreement was signed with UHP last month. Gigi Smith also mentioned that one other suggestion made yesterday, in order to be more positive with the tow companies, that many agencies share the same lists. Rather than them having to fill out 3 or 4 different applications for each city and then go through and do fingerprints, is for VECC to create one master application that would fit the needs of the agencies with sub-paragraphs. Chief Diamond felt this would be very hard to administer. He would rather keep the agreement with the agencies,

#### **Motion –**

**. . . By Chief Doug Diamond, to leave things the way they are with regards to tow companies; seconded by Chief Jeff Carr; the motion carried unanimously**

#### **NEW BUSINESS INTRODUCTION OF TOPICS FOR FUTURE MEETINGS**

Chief Robby Russo mentioned that with all the hiring and lateral hiring of newer employees, he asked Chief Shane Hudson to explain what they are doing at UPD. Chief Hudson explained that when they hire new officers, they continue to fund all of them at a Tier 1 level. The difference between Tier 1 and Tier 2 in URS is 10.4%. They’ve told their Tier 2’s they will lower their amount to the nearest whole number and give that to them as a contribution into a 401k. As long as the legislature doesn’t change anything, and if they do, it will be adjusted accordingly, but they will still receive the difference.

There was nothing else to discuss at this meeting.

The meeting adjourned at 11:52 a.m.