

**SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

**OPERATIONS BOARD MEETING**

*February 14, 2019 – Meeting Minutes*  
**VECC Board Room - 5360 S Ridge Village Drive**  
**West Valley City**

**MEMBERS PRESENT:** Chief Ken Wallentine, West Jordan Police  
Chief Lee Ascarte, UFA  
Chief Clint Smith, Draper Fire  
Chief John Eining, Draper Police  
Chief Jon Harris, Murray Fire  
Chief Terry Addison, South Salt Lake Fire  
Chief Jason Mazuran, UPD  
Chief Troy Law, Herriman Police  
Chief John Evans, West Valley City Fire  
Chief Chris Dawson, South Jordan Fire  
Chief Robby Russo, Cottonwood Heights Police  
Chief Craig Burnett, Murray Police  
Chief Don Hutson, Riverton Police  
Chief Colleen Jacobs, West Valley City Police  
Chief Sam Winkler, South Jordan Police

**OTHERS PRESENT:** Tim Tingey, Cottonwood Heights  
Dave Shopay, West Valley City  
Derek Maxfield, West Jordan Fire  
Jeremy Robertson, West Jordan Police  
John I. Morgan, VECC Executive Director  
Jeff Monson, HR Manager  
Mark Whetsel, TS Manager  
Gigi Smith, PD Manager  
Beth Todd, Fire Manager  
Shelly DeJong, Operations Manager  
Jonathan Bridges, Tech Services  
Leslie Devey, QA Supervisor  
Missy Widdison, QA Supervisor  
Becky Nielson, Floor Supervisor  
Ambir Widdison, Operations Assistant  
Andrea Partridge, Admin. Services Manager

**APPROVAL OF MINUTES**

**Motion –**

. . . **By Chief John Evans; to approve the minutes of the January 10, 2019 Board of Operations meeting; seconded by Chief Chris Dawson; the motion passed unanimously.**

**USER COMMITTEE REPORTS**

**Technical Services Committee Report**

Jonathan Bridges reported that in the last meeting, they spoke about concerns with Spillman and compatibility issues. They discussed a contingency plan on this; there were meetings with Spillman to talk about what resources we would need. Spillman gave a quote for a completely new system, which was above and beyond what was asked for. Jonathan is in the process of getting more accurate numbers and then it will be presented to the Board. The VECC IT team met with Riverton City IT to start talking about self-policing; there is a lot of information as there is a lot to be done. Mark Whetsel also mentioned that he and Jonathan have a meeting scheduled next Thursday with Spillman to get better numbers from them.

**Fire Committee Report**

Beth Todd reported that they did an update with the US Digital system, which will be covered later in this meeting. They discussed elevator rescue calls and determined that they didn't need to contact the elevator repair company; the units will handle this while they are on scene. They clarified the restoration rotation list for some of the agencies; some rotation companies have been contacting Beth to get on the list and she has been referring them

back to the fire departments. They also covered some of the fire policies including the redispersing of units, hospital diversions, move-ups, structure fires and making CAD change requests. Some required added language for the US Digital system, and Beth is in the process of doing this. They discussed the active shooters/mass casualty responses. It was agreed that the mass casualty needs to be revisited and they need to come up with additional alarms for second alarm medical calls. They will work on suggestions for those recommendations and then will get them sent back out to the agencies.

### **Law Enforcement Committee Report**

Sam Winkler commented that an agency was inquiring about other agencies having a security camera registration program that police may be able to contact residents or business who have cameras if they need it. It's Draper that has the program and the inquiring agency will contact Draper. On the 10-33 policy, there was a small section taken out; dispatchers will advise on a 10-33 but they won't tell officers whether they respond or not; this will be left up to the Field Supervisor. They hit on state ID numbers and probably cause statements and warrant training to make sure the information is out there to the officers. 3SI, a sophisticated alarm system, is up and running in the County, in many places such as Walmart, an they went through some of this information to make sure agencies were aware of this. West Jordan will be hosting a training next week for anyone interested in attending. Gigi Smith commented that last week during the snow storm, she had an agency contact us in the morning and requested of the floor supervisor to put out a PSA to ask that anyone who did not need to go out of the home, to stay home to alleviate traffic accidents for the agencies. This brought up a lot of questions for us, one of that being would it be approved by the agencies for VECC to speak for them and put out that PSA and/or would the agencies want us to take that one. VECC does not have a social media account, so we have no way to push something out this way. Instead, we would have our PIO blast an email message out. Discussing this internally, most agencies were already putting this information, so we didn't need to go any further. The question still stands, do agencies want us to do this in the future. They also discussed IPAWS and when it should be used. To put out an IPAWS, you must meet certain criteria and fill out an application or request form, which needs to go to the emergency managers. The users felt it was better for the agencies put these messages out individually. Finally, they discussed leaving voicemails on recovered stolen vehicles and making sure the owners receive this. Some people have called with concerns stating that no one notified them when their vehicle was recovered. Gigi will have the dispatchers note that they advised the officer in the narrative of the calls.

### **OPERATIONAL EVENTS OF NOTE**

#### **Fire Station Alerting**

Beth Todd reported that installation is continuing on the US Digital System for the municipal side of the house. West Jordan is waiting on SIM cards for this equipment. Once received and installed, they'll do radio reprogramming of both pagers and channels. They are hoping to have this ready to go by the next Fire Users meeting. Once pagers are reprogramed, they'll hear the Samantha voice over channel 1 for some of the agencies. 7 of the UFA stations have been installed. John Inch reminded the Fire Chiefs that VECC will reimburse for each of those installs, both for equipment and installation, if it doesn't exceed the \$23,000 range. What VECC needs for the reimbursement is a copy of the invoice from US Digital and the installation, and proof of payment, along with the signed contract.

#### **UPD SERVICE RECOGNITIONS**

Mary Bain was recognized for 35 years, Tahne Timmons was recognized for 20 years and Ashley Peck was recognized for 5 years with UPD.

#### **Significant Calls and Response**

Ambir Widdison has compiled the call stats for January 2019 as well as all the 2018 call stats. Also included in these stats are the number of Call Takers needed to handle the volume of calls that we receive to keep us within the NENA standards which are 95% of 911 calls answered within 20 seconds and 90% of calls answered within 10 seconds for the busiest hour of the day. After running the 2018 stats, we had an overall average of 85.3% for 911 calls answered within 20 seconds. The busiest hour of the day is at 89.32% overall average. For January 2018 to January 2019, the increase in 911 calls for 10-digit lines were 16, 463 calls. This took us from an overall of 75, 712 to 92, 175 calls. Sunday and Monday had the biggest jump in calls in over 20% increase over both days. The overall average increase in call volume of 14.35%. The time frame identified of 0900 to 1900, we have the highest call volume, averaging between 100 to 133 calls during this time frame per hour. Staffing was compared from January 2018 to January 2019 and there is a need to increase staffing members. Jeff Monson commented on staffing, with the merger and the splitting of channels, we have been looking at our staffing needs and what those requirements are. Currently, our authorized staffing is 81 FTE's, and UPD's authorized staffing was 47. We are looking at these numbers and with splitting channels and call volume, we are looking to increase call takers. Valley Emergency is looking at going from 81 to 87 FTE's and we are looking at numbers with UPD to bring back staffing recommendations for them as well. Right now, our employees are doing a very good job

answering those calls. John Inch commented that we need to make sure we are aware of the fact that the \$0.71 fee goes to cover Call Taking in and of itself. We have an increase amount of money coming in to cover these types of things. The NENA standard is important because UCA, in their Strategic Plan, have been given the authority to hand out funding for things like our telephone system. Part of the allocation of these funds will be dependent upon whether PSAPs are compliant with NENA standards. For us, we must push out a few percentages in getting some of those calls during our busiest times. Also, we are lobbying a bit to have those standards adjusted a bit during certain times of the days. Maybe we need to look at averages or whatnot, which is a lobbying effort we need to do with the UCA Board going forward. There are several rural Sheriff's who are having real problems with the standards; some of them they cannot meet. It is an effort we are working on with UCA, but for us, the funding is there, the difficulty is in the hiring of people and keeping them in the positions they are in and then not pulling them off to do radio dispatching. UCA requires these percentage reports on an annual basis. The requirement is the busiest of hour of the busiest day is where we need to meet that standard; that busiest hour of the day changes. It's hard to identify that one area.

### **Call-Taking**

Leslie Devey was asked to play a call and show the progression of how it works with dispatchers and the call takers. We can dispatch from the caller statement; as soon as the dispatcher gets that statement, she can dispatch out. The call she demonstrated was an Assault call out of South Salt Lake. The question has come up, how long does it take before officers and firefighters are rolling. As soon as the call taker has essential information, it's pushed out and people are on their way. The call taker will continue to get supplementary information. One of our goals is to inform the caller that officers are on their way and while they are responding we will collect more information.

### **Fire and Medical**

Beth Todd gave a summary for the January Fire calls. There were 534 fire calls that were dispatched, which does not include responses into SLC or Sandy. 220 of these were fire alarms, 65 structural-type fires of which lead to 7 working fire notifications. 83 public assists, which were mostly lift assists, and with the snow day there were a few wheelchairs stuck in the snow. 32 lockouts and 29 outside fires were reported. She also highlighted a medical call in Midvale, Stations 126's area. The Captain called Beth afterwards and gave praise to the call taker. It came in as an 86-year-old gentleman who had fallen down the stairs. It ended up being a full-arrest and the call taker went into CPR instructions. The feedback from the field is greatly appreciated; it means the world to the call takers.

### **Law Enforcement**

Gigi Smith shared the total law enforcement for the Spillman agencies in January totaled 27,786 calls. Of those 38 were WIPI's, the snow day last week had 268 non-injury accidents, 29 injury accidents, 189 motorist-assists, and during that day, the busiest day was 1600, where we answered 193 calls within the hour and had a 30 second hold time. On the Versaterm side, they responded to a total of 76 accidents with 26 motorist-assists and their busiest hour of the day was 1700 with 64 calls and a 0-second hold time. Shelly DeJong highlighted an accident along 5400 S and Bangerter Highway.

## **OPERATIONS POLICY CHANGE RECOMMENDATIONS**

John Inch Morgan said there weren't any policy change recommendations for this month and that this is a standing agenda item.

## **EXECUTIVE DIRECTOR'S REPORT**

### **Fiscal Year 2020 Draft Budget**

John Inch Morgan commented that at the next Trustees meeting, he would be discussing the Fiscal Year 2020 draft budget. One thing you'll find is the Summary as well as the Detailed budget in the Drop Box for those interested in looking at it. Dave Sanderson will discuss the budget and answer any questions you might have. Dave commented that VECC revenues are the 911 calls and the agency assessments. Assessments have been kept the same this year; based on call volume, assessments may change, but total dollar amounts will be the same. This fiscal year will have a full year with UPD in the budget. We anticipate it to be about \$4.2 million dollars additional revenue, which will increase the budget to approximately \$19 million overall. John Inch mentioned that VECC runs 4 different cost centers: Call Taking, Law, TS and Administration. With Herriman and Riverton, John has run some estimate as to what he believes their costs will be. One thing we see with new agencies coming on is that there is an initial increase in the number of calls. This Budget will go through the Board of Trustees; if they pass the budget, these will be the numbers for the upcoming year. Chief Russo asked what was done with employee compensation. John commented that they looked at a 2% COLA and up to 3% for pay for performance. Looking at the merger, there have been some benefits that have come in for both UPD and VECC; tuition reimbursement, and the vacation change. The health insurance costs came in the same.

### **Legislative Update**

John Inch put together a memo that goes through several different bills, the biggest one is SB154. This is Wayne Harper's bill. UCA had decided that they would be putting out an RFP to do the state-wide network and then also rather than giving grants to each individual PSAP and dispatch center for their phone systems, they would try and have a state-wide phone system bid that came out that everyone would participate in. Historically, in the unified restricted fund, there has been \$0.09 on every phone line and from that, they were making grants to the various PSAPs and dispatch centers to purchase their phone systems and the equipment needed to upgrade to Next Gen 911. With the increased costs of the equipment and maintenance, the \$0.09 wasn't enough to supply everyone with the needed populates that were coming in. They put out the RFP and it came back 15 times greater than what they had anticipated coming into this. They cancelled the RFP in December. If the equipment is coming in 15 times greater, they don't have enough money, and we are coming up on our 6-year maintenance on our phone system. VECC, UPD, SLC, Bountiful, Weber and U of U are part of what was called the Wasatch Front Multi Node; we have servers in 2 different locations, here and Weber, and everyone utilizes these servers for the connectivity. For VECC, the costs would be about \$3.4 million for all those agencies. We would be close to \$2 million that we would have to budget for that we didn't in the past. The rules have been set up in the past as such that counties of the first class would pay their fair share by 30% of the total cost but we would get 70% from the \$0.09 fund. Second class would pay 20% and third class would pay 10%; this is how we have been operating for decades now in the phone systems themselves. Recognizing that the funds weren't there, they identified what it would cost us as a state and what kind of money we would need. It was determined we would need about \$9 million in one-time costs up front; UCA has about \$5 million in the bank, so we would need a one-time allocation of around \$5 million. SB154 is the ongoing maintenance. This would increase the \$0.09 by another \$0.18 with a total of \$0.25 going into the Unified 911 restricted fund, which would generate about \$6.4 million, which is our anticipated cost of funding the entire state. Every penny added generates between \$350,000 to \$360,000 per year and this is where they came up with the \$0.18. John has been actively engaged in talking to various groups; some have gone to talk to the Fire Association and Sheriff Associations. There have been some rural Sheriff's that say they would oppose this bill because there are strings attached to the money. Some of those strings include the performance standards; if someone doesn't meet the standards, the funding isn't available to them. There must be a certified NENA PSAP manager, or they don't qualify. One of the things UCA did in the beginning of the year is developed a strategic plan that identified this report card; this is where some of the opposition comes in. John was talking with everyone yesterday and today and telling them to come together and have a greater voice with UCA and either change those standards or modify them, so they are attainable. There is no PSAP in the state that meets every standard. One modification that came out last night is a change in the advisory groups. There is some new language that identifies a group of 15 that includes Sheriff, Police, Fire and PSAP's to be representative to come and make their case. The legislation is the framework; if we aren't happy with the strings attached, we work through the membership. This is the best chance to increase to the \$0.25 and the ability to pay for the phone system. If it doesn't happen, it falls back on us and we must budget and change so that we can refresh, purchase and maintain the phone system coming in. There is a committee hearing on Tuesday for this bill. It is something that John feels should be supported. The increase prices are because of the new requirements and the complex requirements for the next gen. Now building it into the system, being able to take video and text messaging with pictures makes the equipment more expensive. The other bill is by Curt Bramble and deals with interfacility transports ambulances. It is something being pushed by several people. What it comes down to is Gold Cross has complaints that we have municipal ambulances that are responding to interfacility transports and they are not critical 911. John's position has always been that if a medical facility calls 911, we process it as a 911 call; our Medical Director, Dr. O'Driscoll has instructed us to do it this way. The new legislation says if a call comes in on a 911 line or a 10-digit line, regardless of the critical nature of the illness, we transfer the call to the licensed interfacility transport. The Medical Association has been made aware of this and they are mounting a response. Brian King has a bill that says if you see something you have to call 911 or you could be cited with a misdemeanor. John feels that this overburdens us when we have these types of calls coming in.

### **Public Safety Software Coalition Update**

John mentioned that we sent a letter of breach to Hexagon and he went down to Huntsville to discuss the potential cure as per our contract. Hexagon came up here with a group of people and tried to propose a cure to the Police RMS, not being able to implement this when it was scheduled. Because of problems with their coding and the extraction of information, they requested to kick it off in this fall. Two things with the breach is they said we both missed deadlines and they didn't acknowledge the fact that they had a coding problem and that the information was coming out corrupt. John called them on this. The second breach is that they would write an interface between the Hexagon CAD and the Spillman/Versatarm RMS. As engineers from both companies came together, they determined that the interfaces were much more complex and would take more than a year to write it so that it would work properly. We wanted to be able to have a CAD record created and pushed to the RMS. At the direction of the Board of Trustees, which included SLC as well, John issued Hexagon a notice that the cure was

unacceptable and that we were terminating the contract. We received a letter back from their attorneys saying they were very disappointed that we were walking away from their quality product and that they demanded we go into non-binding mediation. Since it's not binding, it's their intent is to take it all the way to litigation. John issued another letter last Friday that said suggested they go straight to litigation. John identified in this letter several different things that they did not do when they proposed this product to us. They indicated they had a product that was ready to go and was already in production. In their cure, they were saying as this product is developed, they will release it on a quarterly basis. It was fraudulent to say that in the RFP they had this ability to provide something they hadn't even done yet. They have the same issue in 8 other jurisdictions; John listed those jurisdictions in his letter. He is now waiting for a response to come back but now that this is done, we have the obligation to identify how we are going to make the coalition work since we have two different platforms. John has been advised by our Board that we need to have a fair process in looking at this, as a purchasing agency for VECC, and with approval of the Board, we need to identify the potential vendors have them do demonstrations and go through and identify the capabilities that they have right now. It needs to be done based on functionality and meeting the goal that the legislative has set for us in having a common platform. This is the next step. The first step will be to provide the letter to the Board of Trustees and have them approve it, next Wednesday. John feels it can be quickly; we will not write a new RFP, he believes he knows what our requirements are, and it's already listed in the previous RFP. We need a formal process to go through and identify a second vendor; one reason we cannot just drop to the second in the list of evaluations we had 4 years ago because everything has changed. Also, one of the vendors on the list is no longer a company.

There was no new business to discuss at this meeting.

The meeting adjourned at 11:30 a.m.