

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING

March 14, 2019 – Meeting Minutes

**VECC Board Room - 5360 S Ridge Village Drive
West Valley City**

MEMBERS PRESENT: Chief Clint Smith, Draper Fire
Chief Jon Harris, Murray Fire
Chief Terry Addison, South Salt Lake Fire
Chief Jack Carruth, South Salt Lake Police
Chief Randy Thomas, UPD
Chief Jason Mazuran, UPD
Chief Jeff Carr, South Jordan 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

OTHERS PRESENT: B/C Bart Vawdrey, Draper Fire
Lt. Pat Evans, Draper Police
Matt Ervin, Cottonwood Heights
Dave Shopay, West Valley City
John I. Morgan, VECC Executive Director
Jeff Monson, HR Manager
Mark Whetsel, TS Manager
Beth Todd, Fire Manager
Shelly DeJong, Operations Manager
Missy Widdison, QA Supervisor
Andrea Partridge, Admin. Services Manager

APPROVAL OF MINUTES

Motion –

. . . By Chief John Evans; to approve the minutes of the February 14, 2019 Board of Operations meeting; seconded by Chief Craig Burnett; the motion passed unanimously.

USER COMMITTEE REPORTS

Technical Services Committee Report

Matt Ervin reported that they discussed Hexagon and that it was on hold for legal counsel. On the fire station alerting, they will be installing and reprogramming on April 29th. They talked about Versaterm and Spillman; the IT people are wanting to know what's happening and are unsure of what's happening. Spillman, on the AIX server and the migration to Linux, there are concerns on cost and if they can all get on the same server. They are tentatively scheduling the Spillman migration for mid-July pending decisions to be made. They are petitioning to get Versaterm, Spillman and any other vendors in the meetings, however, they will not be speaking on hardware additions or sales pitches. They will be limited to discussing technical issues only. John Inch mentioned that the Board of Trustees has directed him to contract with a litigation attorney to take us through mediation. He has provided Hexagon with 3 different documents; their breach of contract for not being able to deliver the RMS system they promised. Their cure for the breach was to write an interface between Spillman/Versaterm and Hexagon. Engineers from Versaterm and Hexagon sat down to look at the interface, but the same issues apply; engineers from both sides sat down and said that it was too complicated. The Spillman data base would be as complicated if not more and would take a year or more and a lot of money. Given this information, the Board directed John to write a letter that indicated we were terminating the contract as the breach was not acceptable. This puts us into a point of mediation where we identified 5 mediators, Hexagon can come back and choose one of them and then we will mediate. Mediation will be over within 30 days once everyone is on board. We should have some direction by the end of May. Hexagon has hired a local attorney, David Bennion, and VECC has hired attorneys from Snow, Christiansen & Martineau. John spoke with them this morning, identifying the issues we need to deal with. We have spent a total of \$5.2 million and we are wanting to recover costs up to 1.5 times of what we have paid them.

They believe they can deliver the product we want, however, with the coding issues, John recommendation is that he doesn't know if we want to take on an RMS system that hasn't been proven and has been proven to be flawed in the past. By the end of May, we should have some answers. John started to propose to the Board of Trustees last time is that if we terminate the contract and move forward, we need to have the alternative set in motion. John recommended doing a limited competitive assessment and look identifying the options. In the joint meeting last week, the funding provided to us by the State, through the restricted CAD fund, if we do not have a unified CAD system, each entity has an obligation to repay that. Chief Carruth commented that the State Legislation asked us to have a single operating CAD. It appears that there would be less impact financially to move to Spillman. Not only would it meet the Legislative task, it would resolve the 9-1-1 dropping issue going from one CAD to the next. John commented that to do anything other than an RFP, he and SLC would have to agree that we are doing a limited RFP, and then we can designate the 2 CAD's. Transition costs are greatly reduced, and this is John's justification for doing a limited rather than full-blown RFP. Transition costs will need to be viewed for each vendor and the functionality as well. We must have that competitive process so that we aren't in violation of the procurement code. On the training side, it would be much easier for VECC to continue Spillman. John is trying to avoid any favoritism and looking at things from an objective standpoint. He's doing this for more of a legal basis than anything else. There is a concern with the Legislative aspect that everyone be on the same CAD, which is by County. One 911 CAD system state-wide would be ideal. Chief Evans commented that the best CAD needs to be looked at. He realizes there is the issue with the Police RMS, but if either incumbent is the best CAD for Fire, Fire will just have to go along with it and it doesn't sit well with the Chiefs. John does believe that Hexagon will come in and say they can meet the terms of the contract, so there are several issues on the table. Mark is working with both Versatarn and Spillman, moving forward. The plan is to update both CAD systems until things can be resolved. The question was brought up of whether they will be able to find a system that meets the needs of both. In conclusion, right now, until mediation happens, we have some time we need to do our due diligence and determine where we are going. Next week, John was planning on proposing a limited review of processes to replace Hexagon. If there are other elements that need to be thrown on the table, discussions need to start. Once in mediation, we'll have a clear path on replacement for Hexagon if that's where we are going. If SLC says they are staying where they are at and what is at risk if we don't go to a single CAD, we will be liable to repay the funding from the UCA in the amount of \$5.2 million. Our attorney's have contacted Hexagon's attorney's trying to identify positions. John believes they are more than willing to mediate. UCA and their attorney have agreed that if we are going to a common single CAD, those funds can be repurposed. If we do not, they will ask for that money back. There are already other PSAP's that have requested to put in applications for these funds. Over the next month or so, we need to concurrently be looking at what alternatives do we have to still meet the intent of the Legislation and funding. From a technical standpoint, using 2 CAD systems, the problem we are running into is as we bring in new employees, we are trying to make sure we train equally in the systems. There are limitations in running both in it does put a burden on how we do business. John said we picked up UPD dispatch and put them on the floor. We transferred the Versatarn licenses over at no cost and we are running this way. However, when UPD came in, they were down 10 people at the time, and we have a very aggressive recruiting going on, not only to replace their employees, but 6 VECC employees as well. There are several VECC employees that have worked at UPD in the past and are familiar with Versatarn, which makes training a little bit easier. Chief Carr asked the Board if anyone believes we should make running 2 CAD's an option. Running 2 CAD's would require a reimbursement to UCA. John asked everyone to speak with their representatives on the Board of Trustees so that we are all on the same page. Chief Carr will also report to the Board of Trustees.

Fire Committee Report

B.C. Bart Vawdrey reported that they reviewed and approved some updated policies; the biggest one being the redispach after 2 minutes. They will redispach the same unit and an additional unit at the 2-minute mark, but they are finding they are having a difficult time getting out the door. If no response by 3 minutes, they will redispach the 2nd unit. For the Police users, when Fire requests a police response, they will not use the 10-33 as it causes confusion on the police side.

OPERATIONAL EVENTS OF NOTE

Fire Station Alerting

Warren James reported they installed Station 52 and they are at 53 today. Tomorrow and Monday they will be at 71 because of the construction time and getting in there. Tuesday will be 54 and 55. Once this is done, they can start cutting over the radio systems on top of the mountains, which was the last one they are working on. They are installing UFA while they cut over to mountain top. Between now and April 29th, the cut-over date, there will be a few things happening; programing every fire station alerting radio in every station. Everyone was briefed on who would be handling these and they will be calling for an appointment. They will need to also get out and change the computer settings on the cradle points and ATS boxes in each station. On April 29th, they will cut the system over and start hearing Samantha on channel 1 and they'll go to direct dispatching. Each station will need to have their radio channel changed with what is reprogrammed and Warren will send out instructions by email.

They will also be training the dispatchers and will invite Operations and Trustees to come and see how it's running. Also, on the 29th, they need all the municipal pagers brought to station 53 to be reprogrammed. The only stations that will still have to be cut over after the 29th will be UFA's 2 wildland stations.

Significant Calls and Response

Beth Todd covered a few medical calls and went over the 2-alarm structure fire up at Snowbird last month. In February, there were 5,226 medical calls and 4,249 of these generated a case number, which also included mutual aid. On the individual medical calls, there were 4,023. Of those, there were 442 traffic accidents, 282 breathing problems and 178 chest pains. She didn't list out all of the medical calls but just shared some off the highlights. The structure fire up at Snowbird included some 4-plexes. The call, from the dispatch side, went for over 20 hours. It came in on 02/16 at 1607 and the initial report was that the complainant smelled gas and then there were 2 explosions. The first assignment was dispatched at 1609 going enroute at 1610, at 1630 the Alta Marshall's office called and gave us an updated address for it and then ME113 arrived at 1619. Dispatchers notified utilities and Rocky Mountain reported they had a crew in the area that had been working on a power outage. Working fire notifications were completed by 1623. The second unit arrived at 1627. The primary search in the first unit was completed at 1629 and the first arriving BC was at 1634. They called a 2nd alarm at 1636 and we updated the notifications to that; the 2nd alarm was dispatched at 1640. The dispatchers then just monitored the incident and make notes of important things. The building deteriorated on the bravo side at 1650, they started checking additional units at 1652. The roof was beginning to collapse but the gas was still flowing at 1658, and they went defensive at 1701. The gas meter was inaccessible due to being buried under 10 feet of snow. A gas fire was cut out by an avalanche at 1751. The building partially collapsed at 1753. After this, they sporadically sent up additional units to give the others on scene some relief. The last additional unit was sent out at 0416. All the units cleared the incident at 1250 the next day. In that 20-hour period, 9 of our 15 fire dispatchers assisted with the incident.

Shelly DeJong covered a traffic stop that involved a Midvale officer that turned into a 10-33. She also played the radio traffic for the call. A map was displayed as well showing the areas that this call covered. Shelly mentioned that having one platform could have made this call much easier to handle. There were many outside agencies that came and assisted and having one platform could have made dispatching easier as well. What we have right now is not efficient.

EXECUTIVE DIRECTORS REPORT

Fiscal Year 2020 Tentative Budget & Member Assessments

John Inch Morgan wanted to make sure that everyone was able to look at this. If anyone is unable to access the Drop Box, he's requested they contact him, and he'll get them access. On the revenue side, we are up about \$230k from last year and about \$2 million from where we were 3 years ago. From the 911 fees coming in, we have made some significant improvements. On the assessments, from last year, they have gone down. They are based on a 3-year rolling average and the new entities coming on, he's done his best guess, looking at the # of their officers and relating it to where they need to be. He's also using the factor of the number of 911 calls that have come in on each agency. Due to call volume, John was able to maintain or reduce the assessment coming in, also due in part to revenues coming in. John will be going around beginning in April and doing his Chief visits.

Legislative Update

Yesterday, SB154, which provides funding for the call taking equipment, which adds enough funds to be able to replace this equipment on an ongoing basis and pay for the equipment as well. Right now, UCA has \$4 million to do the initial purchase, however, we need another \$5 million. The Legislation included 2 different pieces; an appropriation of \$5 million and the other was to provide the \$4.5 to \$5 million for the ongoing cost for this equipment. Throughout the state, this equipment is aging. On our equipment, the Viper system, we are on our 7th year of maintenance and it is not being supported for what we have. If we were to replace this, it would be \$2 million up front costs and then ongoing costs of about \$38,000 to \$74,000 per month. The bill failed yesterday by 10 votes. We had enough people up there that they said they would bring it back for a recall, and there were enough people to recall this, which they should be considering it right now.

INTRODUCTION OF NEW BUSINESS FOR FUTURE MEETINGS

John was asked if there was any sort of timeline for the upgrades to the current operating systems. He mentioned that numbers need to be refined because the numbers he's received so far are very high. The numbers received from Versaterm was \$300,000 and Spillman was \$1.7 million. Once we get this done, it will be implemented. Both are penciled in for mid-May to begin the upgrades. Mark Whetsel commented that it's about \$555,000 annually for support and maintenance on the consolidated system.

There was nothing left to discuss at the meeting.

The motion adjourned at 11:38 a.m.