

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING

April 13, 2017 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City

MEMBERS PRESENT: Chief Bryan Roberts, Draper
Chief John Evans, West Valley City
Chief Doug Diamond, West Jordan
Chief Andy Butler, South Jordan
Chief John Roberts, Bluffdale
A/C Mike Watson, UFA
Chief Robby Russo, Cottonwood Heights
Chief Gil Rodriguez, Murray
Chief Ron Morris, South Salt Lake
D/C Shane Hudson, UPD

OTHERS PRESENT: Phil Brown, TS Chairman
Sgt. David Harris, PD Chairman
A/C Mike Dykman, FD Chairman
Chief Warren James, UFA
D/C Clint Petersen, West Jordan
Dave Shopay, West Valley City
Bart Vawdrey, Draper
John I. Morgan, VECC Executive Director
Jeff Monson; H.R. Manager
Mark Whetsel, TS Manager
Beth Todd, Fire Manager
Andrea Partridge, Admin. Services Manager

APPROVAL OF MINUTES

Motion –

. . . by Chief Gil Rodriguez, to approve the minutes of the March 9, 2017 Board of Operations meeting; seconded by Chief Ron Morris; the motion passed unanimously.

NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK

John just wanted to make everyone aware of this week and that there were a number of things planned for the Call Takers and Dispatchers, done in the Operations name. John asked everyone, after the meeting, to go out to the floor and shake hands with the floor employees. Also, tomorrow, there will be a BBQ provided and everyone is welcome to attend. The times of the BBQ will be noon, 1700 and midnight. Chief Roberts also mentioned that he provided a letter in behalf of the Operations Board, thanking the telecommunicators. The Board of Trustees and John Inch Morgan also provided letters which were put in individual envelopes and distributed to each employee.

SERVICE AWARDS

Beth Todd had 2 service awards to present; Becky Fullmer for 15 years of service and Jason Mettmann for 5 years of service with VECC.

USER COMMITTEE REPORTS

Fire and Emergency Medical Report

A/C Mike Dykman and the Fire User group met last Thursday and had several items of discussion. The Medical Dispatch Review Committee discussed the aspirin diagnostic. They determined it was okay for dispatchers to recommend that callers take an aspirin if they are available. There were changes to the active shooter nature codes in order to get the proper response. One suggested change was to have a 27D6G, which is a multi-victim problem, activate the BC to respond on those calls, as the equipment is being carried on the BC rigs. There was more discussion about how the RTF evolves and how it should be responded to. Not all the pieces are in place but they are monitoring the situation to be sure they get the appropriate response. One question that came up from dispatchers was callers calling up to request hospital information from dispatch. They are requesting transport information as to which hospital they are transporting to. There were concerns that there might be HIPPA violations. The Users determined that it would not be a HIPPA violation and they felt they had

an obligation to let people know where victims may have been transferred to. There are some security issues that could come up and they felt they were best handled by the hospital security. They were okay with dispatchers giving out patient transport information and it would then be up to the caller to coordinate with the hospital as to where the patient was. Chief Diamond recommended that some exceptions be made, such as DV cases or things like that and that information not be given out. Further discussion needs to be had on this. The Users talked about the Send protocol, an abbreviated protocol to get units in route quicker. Specifically, calls at Kennecott, they have on-scene EMT's and security personnel. Using the Send protocol on these would be appropriate. They discussed silent dispatch and possibly a need to eliminate using it. The recommendation from the Users group was to discontinue doing silent dispatch testing, but to allow the agencies to continue to use Spillman Mobile to time-stamp the statuses if they want to. They talked about zulu dispatching, to speed up times from dispatch to en-route, but it causes some confusion for everyone. The recommendation was to continue to use zulu codes and do a pre-announcement to let everyone know that a call is happening. They would start a unit and wait to dispatch additional unit until after more information is received. If the dispatcher receives a final code within 90 seconds, they will dispatch it right away. Chief Evans didn't like this recommendation and mentioned that there are too many units being sent out on calls that don't need them. He feels like on an alpha call, only one unit should be sent. If zulu dispatching continues, additional units will continue to be sent and things will be the same as they are now. Station alerting was also discussed. There are many different systems out there and there is a lot more discussion to come on this.

Law Enforcement Report

Sgt. Dave Harris commented that they discussed FTO tracking as there was a concern with FTO's not getting credit for any productivity when they are out with their recruit. Some track with a blind sheet, some will put it in electronically. They will do a follow up with this in the next meeting to come to a consensus. They had a follow up discussion from March regarding disposition codes, which they will discuss more next month. Officers are still calling in and clearing out without a case and then getting a case number, which confuses people. On domestic violence shelters, they like to keep their addresses kind of secret so that people there feel safe. The question came up that when officers call for the address or phone number some dispatchers were refusing to give anything over the air. They determined that no addresses would be given over the air but phone numbers would be okay. Texting or phone calls to the dispatcher would be fine to get information. On mobile data tow requests, with the new Hexagon system coming up there will be an option for an officer to hit a button and it will request a next in line tow for his accident. Apparently this will initiate a flashing light for the dispatcher. Dispatchers are worried that they might be busy and miss the light while the officer is thinking a tow is on its way. Dispatch is asking that along with the electronic request the officer also make a radio request. Chief Diamond asked if this was necessary, as the whole purpose of this is to cut down on radio traffic. The light has to be cleared by dispatch somehow, which would serve as acknowledgement, but John will look more into it. The request has been made that if an agency has a commendation for a dispatcher or call taker, normally a letter is given and it's put in their file. However, it goes the extra mile if someone from the department comes in and presents it to them. The FBI has contact VECC and requested that when there is a bank robbery, they be notified immediately. Currently, the agency is dispatched and then they request the FBI to respond. They say if it's a robbery, they would like to be started immediately. The advanced send protocol should be done in about a month. The advanced send protocol is if an officer calls in, there is abbreviated questioning that the officer will give to get help quicker. There is a training video which will be ready the first part of May and will go out to everyone. Regarding releasing transportation information and HIPPA, they felt that they did not want information given over the phone. They felt that unless it is a delivery of information to next of kin, they are happy to do this, but if someone calls in to get patient information, they won't release it. They discussed the CAD update.

Technical Services Report

Phil Brown reported that the Tech Services meeting was held last week and they were notified that VECC has completed their dual-internet service provider fail over. They briefly discussed issues with Spillman citations and then they talked about Hexagon. Right now they are into the networking portion, putting into place the communication for Hexagon to work properly. As the officers VPN into the agencies, that communication will go through 2 tunnels; one will go from the agency to VECC and the other will go from the agency to SLC. Most of the VECC agencies have this tunnel set up already, however, SLC is still being worked on. The Hexagon project is moving really quickly in the Tech Users group with a lot of discussion on IP addresses and ports. There is a lot of technical information involved. They discussed Azure, a cloud-based solution that has redundancy. They talked about VECC upgrading their AC unit in the near future.

COMMITTEE REPORT ACTION ITEMS

John asked for approval or disapproval of the recommendations that have come from the various user groups. Mike mentioned fire alerting options and opportunities. It's been discovered as the common CAD is being set up in both SLC and VECC is that the fire station alerting, having 2 different systems, can have an if/then type statement and identify which stations have which alerting systems. This may or may not be possible to have it coded in there. About a month ago in the Valley Chief meeting, there was recognition of this potential problem. Chief Evans commented that the problem they have is when this first came out it was thought that either center could do dispatching. This won't be the case because there are two disparate station alerting systems, they cannot do it. The other issue is that the current Zetron system here at VECC is outdated and needs to be upgraded. Until everyone is on the same system, there won't be redundancy. The Chiefs' have discussed this and it's a direction we need to go. There are a few agencies that have moved to US Digital and it is one of the best systems out there. Warren James commented that on a side note, he was looking at Zetron panels to replace some in his system needing to be fixed. He called Tucson knowing that they were upgrading their system with Hexagon and US Digital, and they mentioned they were selling them because they were upgrading. He said one system will open the speakers and clear before the other system opens the speakers. They had to spend money to buy equipment for the other Center that didn't previously exist. They had a myriad of problems. Warren thinks that if they have to upgrade one they might as well move to a consistent one with SLC. Chief Evans says when you talk about US Digital it's one of the best systems out there and it's one that a lot of people in the Country are moving to. John is asking this group because there are a number of things to still explore, is to give a recommendation that he will take to the Trustees to start investigating the options in greater detail. This is not a budgeted cost as far as grants that we have, but when John gets into the budget, he'll bring up some additional funding sources that we may want to allocate. There is not currently any money budgeted to upgrade.

Motion –

. . . **By Chief John Evans, to allow John to do some pricing and take this to the Board of Trustees for further investigation; seconded by Chief Gil Rodriguez; the motion carried unanimously.**

Approve User Committee Recommendation regarding Third Party Callers Seeking Ambulance Transport Information

John said this is a split decision on third party callers seeking ambulance transport information. Someone will call in seeking information on which hospital a victim has been transported to. If they call Fire, Fire has traditionally said they will not give this information out. Whether or not it is a HIPPA violation, John has spoke with several different attorneys and it is not a HIPPA violation because they are not disclosing medical information. It comes down to should that information be released or not. John's perspective is that we are an extension of police and fire, and we will only do what the Boards direct us to do. He would like to have further discussion on this issue. We cannot verify who is actually calling when a caller requests this type of information and whether or not they are legitimate. On the other hand, is it our responsibility to try and filter those kinds of calls and attempt to verify who the caller is before we make the decision to release the information. One comment that came up is that hospitals have their own security and if we give the information out then let the hospital security work with it. Beth says a lot of time the caller will call complaining because their husband hasn't come home and asks if there were any accidents nearby. The Call Taker will go through and search the calls and know what type of call it was when they find the information. What we can do is caution them on police-related medicals like assaults and shootings, to not release that sort of information but if it's an every-day medical, they would be very general in the information they give out. The current practice is to not release any information. The Call Taker will create a call and send it to the Fire dispatchers and they will call the BC who will tell them we cannot release that information. Then, not wanting to refuse service to someone, they'll send the call down to Police as a citizen assist and most the time police hasn't even gone on the call and would have no idea. Now the Call Taker is caught in what to do with the call. John would rather not prolong that transfer back and forth but have a policy in place that says yes or no based on the type of call.

Motion –

. . . **by Chief Doug Diamond, to caution the Call Takers on specific types of police calls, that they would not release the information, and everything else they can release it; seconded by Chief Ron Morris; the motion carried unanimously.**

Approve recommendation regarding suspension Zulu Dispatching

John said this was a Fire User recommendation, the suspension of Zulu dispatching, with part of the discussion being this would be a suspension and it would be revisited as the new CAD system is stood up. Beth Todd clarified on the Zulu dispatching there are 2 pieces to this; the pre-announcement and the actual assignment of the units to the call and setting off the Zetron. Prior to Zulu dispatching, dispatchers would create just a generic

medical call, which was frustrating to the police and fire dispatchers because it's hard to pre-announce, not knowing who exactly to send. The Zulu codes are the basic chief complaint and it's away to start the Pro-QA software. It identifies the type of call it's going to be, such as chest pain, or breathing problem, and it launches the software to go through and start the questions to get to a final code. The recommendation was to go ahead and keep the basic types of calls so that the Police dispatcher knows whether that's something they will need to send someone on and for the pre-announcements, the dispatcher can announce what the type of medical it will be. Then they actually wait to go through the recommendation process and dispatch the units, setting off the Zetron until they have the final code. They went to Zulu in the first place to try and shorten the call processing times. It did shave about 30 seconds off the time from point of dispatch to the end. During the testing process for Zulu, the average time to achieve the final code was 90 seconds, including everything from alpha to echo. On the ALS-type codes, they were averaging around 1 minute. The average time shaved off 30 seconds. John commented that it still ties in to each agency's send policy that if there is nothing but ALS units, it doesn't really matter to get the final code, they are going anyway.

Motion –

. . . By Chief Ron Morris; to suspend Zulu dispatching; seconded by Chief Clint Petersen; the motion carried unanimously

Approve Recommendation to Temporarily Suspend Silent Dispatching

John mentioned the recommendation to temporarily suspend silent dispatching and to revisit it when the CAD is stood up.

Motion –

. . . By Chief Gil Rodriguez; to suspend silent dispatching; seconded by Chief Clint Petersen; the motion carried unanimously.

LAW ENFORCEMENT

Approve User Committee Recommendation Regarding FBI Notification on Robberies

John Inch Morgan commented that the Law Users Committee recommended FBI notification on federal robberies.

Motion –

. . . by Chief Doug Diamond; to approve FBI notification on federal robberies; seconded by Chief Shane Hudson; the motion carried unanimously.

Discussion and Direction Regarding Record Management System Build Workshops

John wasn't sure what the discussion on this and Gigi Smith wasn't in attendance to explain this further. Chief Diamond did mention that they were working on the RMS workshops next week and started populating more of these. They do have the user name code tables which have gone out to all the agencies and the only change made was for Murray. They asked to be MUR rather than MU.

TECHNICAL SERVICES

Azure Disaster Recovery System Report/SLC9-1-1 and VECC Connectivity report

John said that Phil already discussed this, the azure disaster recovery in the cloud, and also the connectivity. There is no action on this, but John wanted Mark to take a few minutes to discuss this further. Mark Whetsel mentioned that about half of the VECC agencies are in some process of establishing the secondary connection to SLC and after last weeks' message they should be on board and will coordinate getting it completed in the next few days. On Azure, the suggestion from Hexagon was that we have 3 building sites, SLC, VECC and then a third site, geo-diversified from those 2 sites. Going through the proposals and quotes, this was extremely costly, costing nearly 500K to put up a 3rd site and the working with connectivity for that 3rd site. They started exploring 2 different cloud-based solutions, either Amazon cloud or Microsoft Azure. Microsoft Azure was the only cloud-based solution that has both federal CJIS as well as the local UCJIS compliance. They ran into a few snags with Azure, one being the closest physical site for VECC to connect to is located in Iowa. That site was a good site but unfortunately, the system requirements from Azure software cannot be met in Iowa. They don't have what we need to support this should VECC and SLC simultaneously go down. Microsoft says that they are building two new sites, one in Texas and one is Arizona, with both of them able to support the system requirements as well. A test server has built, it's been populated, disconnected locally and remotely logged into it in the cloud and it worked. Instead of \$500k for the support of it, they signed a deal with Microsoft for \$44k a year.

FY2018 VECC BUDGET

John Inch Morgan has presented in the last few meetings a budget, and this budget is different from all of those, it's version 4.0. He's done different versions because as the legislature was meeting, there was a budget impact to everyone throughout the state. Now that the Governor has signed SB198, it has a tremendous impact on every PSAP and also on every agency that uses the state's 800 MHz radio system. In the earlier versions of the budgets John had \$5,350,000 as 9-1-1 funds coming in. What was put into the bill was a \$0.10 increase on every device which would go to the PSAP's. So where it was \$0.61 prior to the passage of SB198, it's now \$0.71. The second thing in the bill is rather than distributing this based on a subscription basis, or wherever the cell phone or land line is registered, they will get the money. SB198 changes this so that it's based upon call volume. Salt Lake County is a net winner. There are 5 that are net losers. To try and soften the blow to those losing money, it created a hybrid system so that the funds are not distributed not only on call volume but also hold harmless, so that whatever they received each month in the fiscal year 2017, they will receive in 2018 and 2019. In FY2020, everyone will be distributed on call volume. To hold harmless, it's about \$919k, based on what they receive, but we will get even after taking this out an additional \$1,150,000 coming into the system. In doing this, John did 2 different things. The projected fund balance increases by \$900k, which is something that we have been working on for some time. We have cash flow and receive membership payments in July and January, but by the time we reach December and June, we are running pretty tight. In previous discussions we have talked about building this up so that there is an operating emergency fund but also, John wants to take the additional funds coming in and hold them for some of the other expenses we may have related to the CAD and going forward. Station alerting might be one of those things that these funds could be used going forward. The other thing that SB198 did is it now fully funds, by adding another \$0.52 to the phone bill, the 800 MHz system. The \$24.25 everyone pays per radio in their various departments will no longer be charged, which is a savings to everyone. That \$0.52 is broken into 2 parts; one is \$0.18 which is operations and maintenance, which goes into effect in July; the remaining \$0.38 pays for the capital improvements or the backbone of the 800 MHz system. It doesn't become available to UCA until January 2018. When looking at the member assessments, John has revised them from what he initially put out and presented them to the Board. The assessments are based upon call volume on a 3 year rolling average. Chief Bryan Roberts asked if VECC was restricted at all on how much fund balance they could have and John commented that we were not. The other thing John has put into the budget is 4% for employee compensation. Health Insurance was a 21% increase this year, and that is absorbed into the assessments. John is looking at 4% because initially as he was putting the budget together, the CPI was about 1.18%. In completing 2016, the CPI has gone up to 2.1% and John would like to have a 2% COLA and then utilizing the additional 2% for pay for performance type things. Jeff Monson has put together some incentives for different kinds of things, and John is asking that the Board approve the total amount and then John will come back and let everyone know how it will be utilized. Jeff Monson said that the increase would be very helpful and with the COLA it will help to move ranges up a bit and stay competitive. One of VECC's biggest competitors in compensation is SLC.

Motion –

. . . by Chief Robby Russo; to approve the FY2018 budget resolution; seconded by Chief John Evans; the motion carried unanimously.

EXECUTIVE DIRECTOR'S REPORT

John wanted to show everyone the Hexagon SLCounty, SLC, VECC website. If you don't have credentials to get into this, please let John know and he'll get you the information. It's a share-point type of system where a number of things are published on an ongoing basis. It displays the events coming up on a weekly basis and it's a great resource. Any documents that are produced are published on this site along with agendas and manuals.

NEW ITEMS FOR FUTURE MEETINGS

It was mentioned that the next Police and Fire User groups will be May 4th, which is the same day as the State Law Enforcement Memorial. It was suggested that the Police Users meeting be changed and John mentioned that he would take care of getting it changed.

There was nothing left to discuss.

The meeting adjourned at 11:31 a.m.