

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING

May 11, 2017 – 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 Andy Butler, South Jordan
Chief Gil Rodriguez, Murray
D/C Jason Knight, South Jordan
Chief Craig Burnett, Murray
Chief Jack Carruth, South Salt Lake
Chief Marc McElreath, West Jordan
Chief Warren James, UFA
D/C John Eining, Draper
Chief Clint Smith, Draper
D/C Terry Addison, South Salt Lake

OTHERS PRESENT: Phil Brown, TS Chairman
Sgt. David Harris, PD Chairman
A/C Mike Dykman, FD Chairman
Chief Warren James, UFA
Dave Shopay, West Valley City
John I. Morgan, VECC Executive Director
Jeff Monson; H.R. Manager
Mark Whetsel, TS Manager
Gigi Smith, PD Manager
Beth Todd, Fire Manager
Geana Randall, Information Coord.
Leslie Devey, QA Supervisor
Missy Widdison, QA Supervisor
Chris Dunn, QA Supervisor
Andrea Partridge, Admin. Services Manager

APPROVAL OF MINUTES

Motion –

. . . by Chief Gil Rodriguez, to approve the minutes of the April 13, 2017 Board of Operations meeting; seconded by Chief Warren James; the motion passed unanimously.

CALL TAKING HIGH COMPLIANT ACHIEVEMENT

Leslie Devey explained that there were several individuals at VECC who received over 100 gold beads, which means over 100 high compliant calls. These calls go from March 2016 – March 2017. Those recognized were Steven Strong, Lucy Powell, Karina Semanigo, and those not here today Natalie Hughes and Alejandra Sanchez. Gigi Smith also introduced Missy Widdison as our newest QA Supervisor.

USER COMMITTEE REPORTS

Fire and Emergency Medical Report

Mike Dykman reported that the Fire Users met on May 4th and they discussed the Medical and Fire dispatch review committee and the fact that they were asking for more participation at the meetings. One of the things that came up was a call related to using an AED and some of the language that is in the dispatch protocol. There are some requests in to make sure everything is being handled correctly. The important issue that came out of this was that they want to send units out sooner. Another issue discussed was similar responses for structure fires. On smoke in the area or investigation calls, they talked about if they were comfortable with sending single unit responses, and they decided that yes they were. A call can be upgraded or additional resources can be sent at any time. They discussed silent dispatch and they aren't currently doing it, although, they can still key in and use it as a time stamp, which they are perfectly fine with this. As of right now, however, everything should be done over the radio and on the air. When they get into the new system, that's when they'll go back to silent dispatch and determine if it will work better. They talked about the VECC blood drive being held tomorrow and they would appreciate anyone who can come out and participate. For quite some time

they've had a patch with Kennecott and they have maintained this patch over the years. They haven't had a way to truly maintain it and they will be taking it down, however, the regular patch will be available as needed and can be set up very quickly. Mark Whetsel mentioned that this has been done and the patch has been removed at the console level. If it's requested from either Kennecott or the responding units, the patch can be initiated and brought up from the fire consoles. Beth also mentioned that it isn't just for responses down in the mine, but if there is response on a grass fire out there and there needs to be communication on their emergency channels, just ask the dispatcher and they can set it up. On the CAD project, the next group meetings will be scheduled from May 29 through June 2nd. They will start mobile pilot testing in mid-June. Finally, they discussed zulu dispatching. Zulu dispatching allows a call to be kicked off right now. Before a code is established, it allows the dispatchers to open the call and be prepared to start dispatching units. They discussed that they don't want to delay sending units, but they also don't want to send the wrong units. The group decided that zulu will still come on the screen but it's not slowing down the dispatch process. They are still getting additional information and sometimes that can take time. They don't want that time to exceed 90 seconds. If they haven't arrived at a dispatch code within 90 seconds, they will send units. The kinds of calls that these happen on are the alpha and bravo calls where more questions need to be asked. Beth Todd explained that zulu coding is just opening the ProQa software for the dispatchers and it gives a brief explanation of the type of call that it is. It helps police dispatch to know whether they need to send an officer on it and also it assists fire dispatchers to do a pre-announcement on the call. Then the call taker goes through and finishes the process. They were not comfortable with just allowing the call to sit there for a few minutes if the Call Taker is having some trouble getting the information out of the caller. When Beth ran the reports on average for all the calls, it takes 1:32 to achieve the final code on most alpha through charlie calls. The echo calls were coming in around 40-45 seconds and 55 seconds on the delta calls. On some of the more severe calls, they do need to code faster and dispatch quicker. Mike also mentioned that on the pre-alerting, there is more training to come through dispatch and getting to the code as quickly as possible. Chief McElreath thought that this had already been discussed and that zulu had been stopped. He thinks the 40-45 seconds on delta and echo calls is great but on the alpha and bravo calls taking 2-5 minutes and wanting to send someone without knowing what they are going on, he doesn't want them going. He wants to send the right resource at the right time. He commented that 3 or 4 years ago they saw reports in this meeting that showed processing times from alpha to echo calls. The protocol needs to be followed and gone through completely. Mike said that call takers can complete the interrogation and eventually a unit will be sent. He wanted to know how long they should wait and Marc commented that he wants to wait until they know what they're going on. Beth said one of the concerns is that they don't know what they're going on but what they want to do is try and avoid sitting there and holding the call for 5 minutes and then it turns out to be a delta or echo response. Granted, it doesn't happen that frequently, but they do get quite a few seizures and unconscious that turn into a full arrest, which takes time to go through the protocol to find out that that's where they are at. Chief Evans asked what other centers do. John said it's mixed. Beth said we got zulu from Weber County. Salt Lake City waits and sends the appropriate units. Chief Evans is also concerned with sending a unit without knowing what it is, and it happens to be a call where fire shouldn't go on until PD is already there. Beth said that if a person is calling screaming and the call taker cannot get any information out of them, it will be a police response initially. They won't create a medical call unless they know an ambulance has been requested. Chief Warren James agreed with Chief McElreath and thinks we should try it first. Chief Clint Smith would like to see data first before making a decision.

Motion –

. . . by Chief Marc McElreath; to discontinue using 90-second zulu and complete full interrogation, code the call and dispatch units, as the system is designed. John to provide call stats based on call processing times for each different level of calls; seconded by Chief Clint Smith; the motion carried unanimously.

Law Enforcement Report

Sgt. Dave Harris reported that the Police Users met on May 3rd and discussed the CAD with Sgt. Cryder from SLPD. He's looking at current ProQa software issues and most have been worked out but there are still some questions on getting something on the screen that really doesn't fit what units are going on. He has asked for feedback, but requested screen shots of specific incidences to present to ProQa. The VECC blood drive was mentioned. They completed their discussion on the FTO tracking and dispositions of calls. An agreement was reached and Gigi will work on action items. On EPD updates, they had Sonatrol, an audio company, come in. If an alarm activates, it turns on a speaker system with their dispatcher and they can listen to what happens and then they will broadcast the alarm. It will mainly be commercial alarms. They discussed and it was verified that tow requests could be done electronically. They asked officers to please make tow requests with dispatch electronically. If it's not acknowledged after a certain amount of time then do it over the radio. On HIPPA transport information, if someone calls in looking for information on a police-related call, violent calls will not receive information, general information will be given out, but no personal information will go out. They thanked

VECC for recognizing PD week coming up beginning May 15th. Next month will be the last meeting before summer and they will select a new Chairman. After a two month break, they will meet again, provided there aren't any emergencies.

Technical Services Report

Phil Brown reported that the Tech group met this morning and they voted in a new Vice Chairman, Jonathan from SLC beginning in September. They will not be meeting in June, July or August, unless something comes up. They discussed some of the Hexagon work happening and that VECC is working on a faster connection between SLC and VECC. The Hexagon Live conference will be in Vegas this year June 12-17th. A lot of the technical users will be attending. John Inch commented that they have scheduled some time with the Chief Executive Officer and their technical people. He will send out the time of this meeting. They discussed briefly the BCI technical audits that are happening and bounced around some ideas on how to get BCI compliant. Most agencies are going through this process right now. There were some network items with a few of the agencies, there is a secure network tunnel from the agencies to VECC and a few changes need to be made with SSL, WVC, SJ and WJ. VECC talked about their phone system and getting some equipment refresh on this. They also mentioned the new air conditioning unit that was installed. Chief Diamond asked why they are not meeting for 3 months, with all the Hexagon stuff going on and he feels it's a mistake. Phil mentioned that there was a lot of communication by email going back and forth between the technical group. John Inch Morgan will have Mark Whetsel take a look at this and make sure he doesn't drop the ball on anything.

EXECUTIVE DIRECTOR'S REPORT

John Inch Morgan commented that the CAD/RMS/FBR/MPS project update is published each month in the share point. If anyone needs access to this, let him know and he can send credentials. It has virtually everything related to the CAD and RMS that they are doing. It summarizes everything that is happening. It also includes the things that were rescheduled that maybe weren't accomplished according to the milestone. There are a number of things that we needed to take a step back and have Hexagon revamp their approach. They identified some things they felt could be better, communication issues and better coordination between the various programs. The people coming in are very well versed on their particular bit of information but John felt there was something lacking between the coordination between the two. John has asked them to take a step back and look at the coordination a little bit better and to make sure agendas are published ahead of time. They should also have an instruction manual that they can walk away with. John wants to make sure our people are spending quality time here. This also includes the objectives for the next month to three months. John asked Hexagon to put this together so that everyone can look down the road and be sure that subject matter experts and agencies can get on board. Chief Diamond commented that on the RMS they have revisited how they are getting it configured. Hexagon has changed what they are doing and will do much of the configuration however, we will be involved writing test data and test scenarios for it. It has seemed to work much better since going to this system, trying to get the workflows down. The business process analysis they did was lacking. Now we are at a point where we are actually moving forward.

John reported that the other item to be produced was the CAD data conversion report. Looking at the expectations, they wanted to look at converting data so that they didn't have to do hand entry to everything that needed to be put into the data base. They were looking at the special situations being converted more than anything else, like hazard flags. Looking at the differences between Versatirm and Spillman, Versatirm has ordered its data in a logical delimited fashion and so the conversion of their hazards are logical. Spillman is illogical in how they put it together. Because of this, Hexagon is saying it is almost impossible to covert the data. It can be done but it's more efficient to hand enter all of those things. One of the opportunities it gives us is to clear out some of the junk that's in there.

On the Fire station alerting, one of the directions John has been given is to look at for Fire stations, moving away from the Zetron system to the US Digital Phoenix G2. John Inch and Chief John Evans have been charged with looking at the systems themselves and the pricing as well. They have a meeting this afternoon with Chief Cline to take a look at costs and what the elements that they had to deal with in converting their stations over. In looking at the system itself, there are positive testimonials on the US Digital sites, but there are some differences in the delay when looking at alerting from one station to the next. There is a lot more to it than just buying a box at both VECC and each of the stations. They are looking at how it's transmitted over IP or microwave and how that would work, as well as the redundancy we may need to have. These are all things they are exploring and there aren't many answers yet. They are working with those who have already done it to try and identify the spectrum of issues they need to take a look at. Chief McElreath asked if it would be beneficial to involve the consultant in some of this and if there are any funds available to task them with helping in this project. John mentioned that they are helping and haven't increased the contract, but it is not in great depth. They just provided us their experience. There isn't money in there to expand the contract and their

contract is being fully paid by UCA. If we wanted to expand and have them do the analysis, that would be one thing but John feels right now that we can do the analysis and then lean on them for the experiences they've had, which they are more than willing to give us. Chief John Evans commented that they have given us a few departments in the West that have switched to this system or those trying to run 2 systems. These departments have been contacted by us. John Inch feels it would be well worth the time and expenditure to send a delegation out to some of these departments to take a look at what they've done and have a very candid discussion on what the pluses and minuses of making the migration. The closest one would be Tucson. They dispatch for a number of agencies and they are in the middle of switching from Zetron to US Digital, which mirrors what we are doing.

John commented that the notification put out April 4, 2017 by UCA is the impact of SB0198 on the radio fees. As of July, those radio fees will no longer be assessed to the departments. Even though the assessment begins in July, \$0.18 on every phone, every device, we have a 2 month delay before we will receive those funds. This is a UCA concern that they will not receive funds that they would normally receive on the billing to each agency until September. However, in talking with the State Tax Commission they will do a reconciliation so that in that fiscal year they'll have the equivalent of what they need to continue to operate. This will be a significant savings. Chief Marc McElreath thanked John Inch Morgan for his work on this, it is a good thing. There was some concern about adding all of these new fees onto phone systems but there are some States charging up to \$4.00. The Senators were looking at this as a user fee. When you look at the assessment on phone lines and phone calls it is from the time the call is picked up until the time units arrive. For this reason, it includes the radio fees to be sure that it is viable. The other discussion at the legislature was the system we currently have has not had a good business plan and when they talk about the viability of a backbone of the radio system they had virtually no replacement fund going on. The \$0.18 is operational and maintenance and then another assessment will come in January, once they have a plan that looks at capital replacement.

On the Law enforcement call taking discussion, it has already been hit on but John has the Pro-Qa protocol and interrogation that goes on, which Sgt. Harris discussed a little bit. We are looking at is if it is the proper protocol for Police. There are a number of different venues we can go down. Sgt Cryder and Lt. Tearlink is heading this up in looking at gathering information where we may think that the questions that are being asked are not necessary to arrive at a proper code. One path to go down is going down to Priority Dispatch and having them change the protocol. Another path is to create a new and different protocol specific to police. This is the second option we would look at if Priority Dispatch can change these, this is the route John would prefer because then the Call Takers are using the same software. It must make sense for Police. Chief Diamond met with SL people on Monday, partially about this, and Pro-Qa is supposed to come up with a different beta version of their test, changing things. Then in August, they will give it a 3 month test and if it improves, they will use it. If it doesn't, they will be moving onto something else that will work better. There is some capability, although minor, that it may work enough for Police, built into the Hexagon system. It wouldn't have quite the interrogation question and outline that is in Pro-Qa, which may not work for Fire and medical, but it may work fine for Police. They are also looking at what other agencies are using out there. UPD uses one right now that they are pleased with and so there are a lot of different options on the table. We would rather stay with Pro-Qa if they can change it to match what we need and they have until November to convince us. Chief McElreath asked about the endowment given to VECC. He asked what happens if November comes and it's not a usable option. John said it would become a negotiation. SLC had their legal team look at it and they say that there is a way to renegotiate. John has been very frank with the Doctor too. He told them that for Police, it is a flawed product and there needs to be changes from a Police standpoint. From a legal standpoint, getting around the requirements of the endowment, we have to show that their product is deficient in meeting our needs and then that becomes the point we start arguing from.

Jeff Monson just mentioned the VECC Blood Drive and handed out some flyers to anyone who would be willing to support this.

Chief Evans commented on cancelling the User meetings that he feels that they should at least meet in June to further discuss everything going on with the CAD. He said they could look to see where it's going after that for July and August. Phil Brown will take this back to the Tech Users group. John Inch felt like June's meeting should actually be a CAD meeting. Chief Diamond will arrange a PD meeting.

There was nothing else to discuss at this meeting.

The meeting adjourned at 11:31 a.m.