

## SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

### OPERATIONS BOARD MEETING

*June 13, 2019 – Meeting Minutes*  
**VECC Board Room - 5360 S Ridge Village Drive**  
**West Valley City**

**MEMBERS PRESENT:** Chief Jeff Carr, South Jordan  
Chief Clint Smith, Draper  
Chief Craig Burnett, Murray  
Chief Jon Harris, Murray City  
Chief Colleen Jacobs, West Valley City  
Chief Terry Addison, South Salt Lake  
Chief Samuel Winkler, South Jordan  
Chief Stephen Higgs, UFA  
DC. Ryan Lessner, South Jordan  
DC. Chris Trevino, West Jordan  
BC. Mark Ownsby, West Valley  
Sgt. Pat Evans, Draper  
Lt. Cody Stromberg, Herriman

**OTHERS PRESENT:** Dave Shopay, West Valley City  
Warren James, Bluffdale  
Leanne Huff, DSMH  
John Inch Morgan, SLVECC  
Beth Todd, SLVECC  
Gigi Smith, SLVECC  
Jeff Monson, SLVECC  
Shelly DeJong, SLVECC  
Mary Bain, SLVECC  
Andrea Partridge, SLVECC

### APPROVAL OF MINUTES

#### **Motion –**

**. . . By Chief Colleen Jacobs; to approve the minutes of the May 9, 2019 Board of Operations meeting; seconded by Chief Terry Addison; the motion passed unanimously.**

### SERVICE AWARD

Shelly deJong presented Tahne Timmons and Nicole Lopez with an award from Sgt. Duane Jensen for a runaway call. The caller's daughter was missing and saw her being picked up by an older male in a vehicle. The dispatchers pinged the phone which hit a San Francisco airport; the police department was notified who started looking for the person. They found the runaway as she was getting on a plane to Honolulu and they believed they stopped a human trafficking situation. Everything these two dispatchers did and taking those extra steps assisted in finding the runaway.

### USER COMMITTEE REPORTS

#### Law Enforcement User Committee Report

Sgt. Sam Winkler commented that Alan White with the AG's office will be the new CART team coordinator and they came to the meeting and talked with them. They voted a new Chair and Vice Chair for the Police Users Group. There were some follow up items they discussed including code-4 checks, the long tone, coding the channel and 3-beep. If there are any special events coming up for the holidays, it was asked that they get them scheduled with VECC as soon as possible to make sure they are taken care of. They discussed the time definition for in-progress and late report. In progress is 10 minutes or less and more than 30 minutes is a late report. On those occurring within 11-29 minutes the officers will decide based upon the details they are given. On domestic violence calls, the call takers were getting suspect descriptions but skipping over the callers' information. It's been asked that this information be collected the same time as the suspect description as officers are getting there before information is received. The suspect description even on late domestic reports will still be collected. On medical responses, the officer will decide if dispatch should stay on the line rather than automatically disconnected when officers arrive on scene; the call taker will check with the officer first. There was a growing trend for call

takers to get license plate numbers of the victim with traffic accidents which required the caller to get out into traffic. Officers want call takers to stop doing that for safety purposes. They also asked for call takers to get further information on shoplifters that were in custody such as name and date of birth, if time allows.

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

Beth Todd said most the items will be discussed later at the break out meeting. The EFD Version 7 is being worked on; they are still adding new codes to the CAD system and the USDD system. The 4<sup>th</sup> of July has been planned, which will be covered in the other meeting. On the police side, they will be staffing an extra dispatcher for the 4<sup>th</sup> of July plus they will add to the call taker numbers to have adequate staffing from 2100-0000. In the round table discussion, they discussed Samantha and will talk about her further. On hospital diverts, they will no longer be setting off Samantha to make that announcement. Pre-alerts will start again, and they discussed speeding up response times.

### **MEMBER ASSESSMENT SUBCOMMITTEE REVIEW – 2021 BUDGET**

John Inch Morgan mentioned the memo which was available to both Operations and Trustees in the Drop box last month. The question still came up as to why he would bring up the methodologies for member assessments. In the revised Interlocal agreement from 2013, it requires John to at least bring up the topic every year as to whether the methodology used to assess members is still appropriate. It's not because an agency has asked that this be changed. This year, the Board of Trustees wanted to look at it and come up with some alternate methods. In the memo, it mentions how calls are assessed and what's included in a call and what is stripped out. For the new agencies coming in, John can tell exactly how many 911 calls hit the switch for a specific geographical area. The agreement with new agencies coming is that John will make the estimate and then he will reconcile at the end of the year actual and factual costs. Any number put into the budget could be adjusted one way or the other. John talked about how he figured numbers for the UPD side. He mentioned that UPD coming in was down 16 FTE's and he removed all the sworn-related activities, which was a significant reduction going into this. The adopted budget was \$3.9 million. John has identified that we are operating with fewer, so the proposal is a revision to the budget already at \$3.5 million. The first 4 months, they are running actual costs of about \$1,020,000. Multiplying by 3, it's closer to \$3 million. The adjustments to the budgets do not affect anyone else. For them, John is trying to identify on an equitable basis with everyone else, it's difficult. Spillman calculates calls different than the way Versaterm calculates calls. The only way John can come up with UPD costs is to do it on a pure-cost basis; how much does it cost to man the consoles. He thinks it will take at least 6 months to try and reconcile. Cost centers for police and fire pay 87% of their total costs. The difference is the surplus we have in other revenues, primarily the 911 fees. Some of the alternative methods that John has come up with include number of responders, and 911 calls that hit the switch only, John was asked yesterday to try and perfect some numbers. The numbers do change the assessments a bit. He will distribute this out to both Trustees and Operations as soon as the numbers have been refined. He's not looking for a decision today, he's just giving background to some of the things to be considered. The decision could be to just keep it the way it is, and it will be this way for this coming year. If everyone gets on the same methodology and have the same call signs, we could combine channels and reduce some of the cost we have. The discussion needs to be practice and protocols that we have out in the field.

### **RADIO PROGRAMMING RECOMMENDATIONS**

John wasn't at the last Operations meeting, but he asked Gordy to come in and discuss reprogramming radios and the new radios coming in and when everything will be in place. Prior to this meeting, some decisions were made. UCA wanted their 3 guys to go through the State and be the only ones who would create templates, have the key and would program every radio. The cost to program each radio was \$30 each, which is different because when they first did this with Draper and Draper Fire, it was \$10 per radio. They've increased their overall costs to do that which makes it prohibitive. If in the Salt Lake valley, we need to program all the radios, it would be more than \$150,000. There are other individuals who have the ability, within our agencies, to program radios. They still don't want to let out the key, which John believes they don't have to. They can keep the key, audit the people we have who are willing to help, and John feels this is a good cost savings for us. We just need to coordinate with UCA to make sure we are on the schedule, that we have the authority and have what we need to do the programing. It's a good step in the right direction going forward and John believes there is a responder safety issue if we don't have on the display the correct information.

### **PRIORITY DISPATCH CALL-TAKING PROTOCOL**

John Inch discussed the Endowment Agreement between VECC and Priority Dispatch dated 2011. They provided us with their software at no charge, they valued at about \$1 million, if we would within 2 years become ACE certified. VECC has been accredited and re-accredited because we meet the standards of Priority Dispatch. John was approached by Chief Doug Diamond at his first Operations meeting and asked when he would be discontinuing EPD; it's not efficient and it takes too long to get people out the door. What we agreed

with Dr. Clawson at the time was that if changes needed to be made, we would make them. Together, between SLC and VECC, we have initiated around 400 different changes, and they have implemented a number of these. Plus, they have given us the ability to have agency policies, for example, to suspend the use of ProQA if we have a very emergent situation. SLC is saying this is not enough and they will most likely be discontinuing EPD. John was invited to SLC's meeting with Priority Dispatch and the attorney asked John where VECC was with this. John indicated SLC and VECC were partners in several different things and he was there to observe and advise his Board as to what is happening for our consideration. There was no commitment to either stay with EPD, EFD or EMD and we have talked over and over about some of the difficulties and some of the time-consuming elements of the protocols. John believes we need to continue to be proactive, either changing what we have or looking at different alternatives. John was looking for further discussion and expressing their experiences with it. We are paying about \$250,000 a year in maintenance on the protocols. We are spending \$300 for each card tray at 50 consoles, and these are the trays only. Every time they upgrade, they add new protocols which means we need larger cards and trays. The cards run \$2500 each. There is a significant expense in dealing with this. The other thing is if a call goes South, they help defend, if we've used the protocol. There are other protocols out there that can be used. In the Agreement, there is no ending date, and it gives an idea of what we have contracted for. Because we have been using the endowment, likely the payment would be due. SLC estimates their endowment is about \$1.5 million. Their attorneys believe they don't have to pay this, and they have met the terms of the agreement by being ACE certified for several years.

**Motion –**

**. . . by Mr. Warren James; to explore vacating the endowment with ProQA, in all 3 parts and find something else to use; the motion was seconded by Mr. Mark Ownsby; the motion carried unanimously.**

**INTROUDUCTION OF NEW BUSINESS FOR FUTURE MEETINGS**

John Inch asked the Board if they wanted to take July's meeting off. It was agreed to cancel the meeting for July.

There was nothing more to discuss at this meeting.

The meeting adjourned at 11:19 a.m.