

**SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

**BOARD OF TRUSTEES MEETING**  
***October 21, 2015 Meeting Minutes***  
***VECC Board Room***  
***5360 S Ridge Village Dr, West Valley City***

**MEMBERS PRESENT:**

Mr. Gary Whatcott, South Jordan; Vice Chairman  
Mr. Brett Wood; Herriman  
Mr. Kane Loader; Midvale  
Mr. Kyle Kershaw; South Salt Lake  
Mr. David Dobbins; Draper  
Mr. Randy Fitts; Holladay  
Mr. Mark Reid; Bluffdale  
Mr. Scott Harrington; Taylorsville  
Mr. Ryan Carter; Riverton  
Mr. Layne Morris; West Valley City  
Mr. Patrick Leary; SL County  
Mr. Blair Camp; Murray  
Mr. Mark Palesh; West Jordan

**MEMBERS ABSENT:**

Mr. Jim Winder; UPD; Chairman  
Mr. John Guldner; Alta  
Mr. Mike Shelton; Cottonwood Heights  
Mr. Michael Jensen; UFA

**OTHERS PRESENT:**

Chief Marc McElreath; West Jordan; Board of Operations Vice Chairman  
Mr. Ian Robbins; VECC Auditor  
Mr. Dave Sanderson; VECC  
Mr. David Church; VECC Attorney  
Mr. Carlton Christensen; SLCO  
Ms. Megan Hillyard; SLCO  
Mr. Tony Jolley; SLCO  
Mr. James Sullivan; ICMA  
Ms. Cory Fleming; ICMA  
Mr. John Inch Morgan, Executive Director  
Mr. Jeff Monson; Human Resources Manager  
Ms. Gigi Smith; Police Operations Manager  
Ms. Geana Randall; Quality Assurance  
Ms. Leslie Devey; Operations Supervisor  
Ms. Chris Dunn; Operations Supervisor  
Mr. Terry Shaw; Operations Supervisor  
Ms. Andrea Partridge; Administrative Manager

**APPROVAL OF MINUTES OF SEPTEMBER 16, 2015 JOINT BOARD OF TRUSTEES/OPERATIONS MEETING**

**Motion –**

**. . . by Mr. Kane Loader; that the minutes of the September 16, 2015 meeting of the Board of Trustees be approved as written; the motion was seconded by Mr. Randy Fitts; the motion carried unanimously.**

**AUDIT REPORT**

Dave Sanderson introduced Ian Robbins from Osborne, Robbins and Buehler, who conducted the yearly audit for VECC this year. Ian thanked Dave and the accounting staff for their work with the audit. This year there has been a big change, GASB 68, which brings on the net pension liability from Utah Retirement Systems. It's been a lot of work to get this into the financial statements. The financial statement this year is much heavier

this year than last year because the additional exposure and other things that go along with adding the net pension liability to the financial statements. Ian wanted the Board to know that the accounting staff at VECC has done a great job in incorporating this and doing their best to bring them under compliance with GASB 68. He explained the letter submitted along with the audit report, it talks about how the audit went. The significant accounting estimate that has been put on there is from URS, it's about \$2 million dollars, basically what URS has come up with as the net pension liability. They had no difficulties encountered during the audit. There were some corrected misstatements that were made as part of the audit, which they are found normally here and they will probably go away next year. There were no disagreements with management. The other reports, Internal Control and Financial Reporting and Report on State Legal Compliance, were clean opinions. They did have 2 findings, but they had to do with GASB 68. URS, when they received their audit from Deloitte, had a scope exception and because of this, the auditors have had to write up a finding in their report. It should go away next year because the full audit period will be covered by Deloitte's report. Ian has spoken with their auditors and they weren't able to show up when things were happening at URS, but next year they will be there and the findings will go away. Besides having a large liability, things seem to be going very similar to the way they have in prior years, things are going well. Kyle Kershaw asked about the reversal of \$733,000 in accrued 9-1-1 fees. Dave Sanderson reported that normally there is a distribution from the County part of the 9-1-1 fees and VECC usually receives around 50% of this. The other 50% goes to UPD. The County is basically a facilitator of splitting out the money. In the past, they have been constantly late in distributing the money, with the amount being approximately \$150,000 per month. With them being 4 months delinquent, Dave met with them and they gave him a spreadsheet. The 9-1-1 fees distributions have fallen off sharply. As far as what VECC is receiving, it hasn't affected this, but it is affecting what the County is receiving. Dave also tried talking to the Tax Commission but they won't release information to him because it belongs to the County. He will do more work to determine why the amounts are dropping from \$114,000 to \$47,000 per month. VECC's cash balance as the end of the year runs about \$1.8 million but because of this drop off, it will be about \$1.5 million. He wasn't aware of it until he received the spreadsheet from the County. Holiday has noticed their amount has gone down as well. Dave commented that the \$1.5 million cash balance is on the lower end of where he would like to be. VECC needs \$600,000 in cash flow to make it through the year but it leaves no wiggle room throughout the next few years. The building will be paid off in about 1.5 years, which will save around \$800,000 per year. There have been a few expenditures with ProQa and the Consultant, which have been out of the normal. John Inch Morgan mentioned that the money for the Consultant is being reimbursed to VECC through the State 9-1-1 committee, but it is a reimbursement. The grant has already been approved and yesterday John went before the committee again to get the second portion of the consultant's grant approved as well. Dave also mentioned that the other major change to occur is GASB 68. All the municipalities and cities are dealing with this as well. Ian asked if anyone had questions and told them if they had any questions to feel free to contact him.

### **BOARD OF OPERATIONS REPORT**

Chief Marc McElreath reported that VECC became EMD accredited. There are 3 components to this program, to include EMD, EFD and EPD. They are now working on the EFD with a target date of January. EPD will follow in July. They discussed a budget agenda which is also on this agenda today. The Board discussed the CAD consultant and that he has been very useful in this process of deciding a new CAD system. He will be retained for the next phase of the process as well. They discussed and passed a surplus equipment list, which the Board of Trustees will discuss today. Gigi mentioned they talked about and approved the 10-200 protocol, a valley wide pursuit protocol where all agencies work together. The Police users figured out some great stop points that agencies can set up in order to capture a suspect if they were to go through that area. Once they get the final approval, a valley-wide training will occur to teach everyone how to use the protocol. John mentioned that over the past few years all the agencies in the valley have come together with the 10-200. Each agency in the Valley, including University Police, UTA and Utah Highway Patrol, have all come together and agreed that if a 10-200 is called, they will go to specific stop points and work together on the same channel to contain the suspect.

### **EXECUTIVE DIRECTORS REPORT**

John has been talking with the Mayor's office about the 3-1-1 development policy. Salt Lake County has the ownership of the 3-1-1 line. Carlton Christensen with SLCO mentioned that when the County established the Office of Regional Development, the Mayor asked them to address some common issues that went throughout

the County. One of the earliest assignments they were given were the 9-1-1 and their roll is a funding roll, which comes through his office. Less than a year later, the Mayor realized the value that 3-1-1 gives for constituents to come to a common entry point into non-emergency government service. They want to come up with a seamless system and learn from 9-1-1 experiences. Ideas and processes have been looked at and additional funding has been added in 2015. Megan Hillard, the Deputy Associate Director for Admin. Services has been tasked to take the 3-1-1 project to the next step, including a procurement for a consultant. Megan is also service as the Project Sponsor for the 3-1-1 initiative for the County. There isn't a pre-conceived idea of what this system should look like. She is asking for participating and ideas in shaping the 3-1-1 system in this community. The initial systems were primarily developed for non-emergency calls, and to help offload 9-1-1 emergency heavy call load. She has 3 primary objectives to present, bringing the Board up to speed on where they are with the project. It's been realized they need help in figuring out what 3-1-1 should look like. Megan went through procurement earlier this year and hired International City County Management Association, ICMA, which many of the cities are familiar with. They will help go through a self-assessment in the County as well as help them with the more regional metro conversation. James Sullivan has worked on some really large 3-1-1 implementations around the Country. Cory Flemming is the Main Director of 3-1-1 Operations for ICMA. Tony Jolley is a colleague in Information Services and is the Project Manager. Megan would love input today as well as moving forward with an RFP which they hope to get to by the end of this year to go out for a system and a solution. James mentioned that in going around the County, the question that comes up is what is the difference between 3-1-1 and 2-1-1 and how does 3-1-1 interact with 9-1-1. They intersect in a few areas, while 3-1-1 is a customer service oriented system, 2-1-1 is a human services oriented system. 3-1-1 is very transactional, they want to solve a case and move them along. 2-1-1 has a goal of responding to social services needs. 3-1-1 was designed to offload non-emergency calls from 9-1-1. When they all intersect, this is Emergency Operations. Cory explained that 3-1-1 wasn't always designed to be part of the disaster response and recovery piece. On a more day-to-day basis, it can be used to handle small things. John mentioned that throughout the County, there are around 1.2 million calls that come in to the two PSAP's each year and about 50% are non-emergency calls. Megan said that in talking with John when people call 9-1-1 and hang up, the call taker has to follow up on these calls, which is resource intensive. This must be associated with a large public education campaign and over time, get constituents and residents in the habit of dialing 3-1-1. The mayor is talking about beginning with a small contact center with a few call takers who are able to handle those calls that come in. They are not suggesting that 3-1-1 should come and take over any function that is working well within the cities currently. If they receive a call for a specific city, it will be handled the way the city wants it handled. Generally with 3-1-1 types of contacts that are made, they usually fall into 3 categories; directory assistance, referral calls and service requests. This should have a neutral kind of identity. There are currently examples of city 3-1-1 and city county partnerships but none that are regional multi-jurisdictional types of 3-1-1 of this nature. They are wrapping up with the internal readiness assessment at the County and they will report where they are with the county and where they would like to go, and would love to share this with everyone towards the end of the month. This will map out where they would like to go with the RFP, and they have a draft RFP, which will be ready within the next month. Once this is out, they would love comments and ideas on this to make sure it meets everyone's needs. They plan to go out with the RPF towards the beginning of the year.

### **Salt Lake County Integrated Public Safety Technology Initiative**

John explained that there have been many peer-to-peer assessments either by phone or bringing in an individual, as well as doing some site visits. This has been the most in depth assessment that they have had. Police Officers have been doing ride-alongs to see field side of the CAD. Fire fighters were going out on calls. It was a very active experience. Everything received back is that it has been very positive. There is a committee meeting tomorrow where they will narrow it down to a final recommendation. In doing so, the Interlocal Agreement is between SLC and VECC. To keep this moving, John recommended a special Trustees meeting to present the final selection. The committee is made up of 8 individuals, 4 from VECC and 4 from SLC and so far, everything has been unanimous. John would like to schedule this special session next week to be able to present all the information. They have also met with the SLC Attorney for 9-1-1 and Dave Church has been present as well as Carlton with SLCO and his attorney. They are all crafting an Interlocal Agreement which will convey the SL County funds to be the down payment on the purchase itself. Yesterday, John went before the 9-1-1 Committee and received funding for the second phase of the consultant, which is the best and final offer, documents going back and forth, and the final negotiation and implementation plan. There is a

budget amendment which increases VECC's expenditure and revenues by \$119,000, which will be pre-paid but we will receive reimbursement from the State because of the action that happened yesterday at the committee meeting. The Interlocal Agreement is an amendment to the existing Interlocal. The first one was to explore the feasibility of having one single CAD system in the valley. When legislation was passed in 2014, it excluded SL County from the rest of the state, allowing VECC to enter into an Agreement between the two primary PSAP's and then investigate and do the feasibility study, which has been accomplished. The next phase is where we are moving now, into the acquisition. This new Agreement will say that the feasibility has been done, and a CAD will be purchased. The County has also been included to provide a vehicle for the conveyance of \$1.33 million. This \$1.33 million acts as 20% buy in for the state funds. From the State 9-1-1 funds created last year, the rest of the funds will be pulled. There are also ancillary items which can also be purchased. In buying the CAD product itself, there is an umbrella side license for everyone in the County. Each agency has the ability to purchase those devices they might want to use. There are individual licenses as well. The second part is to approve the recommended vendor. This will be done next Wednesday. What they have asked with the RFP is for them to give a component cost for a broad range of things. The meeting has been scheduled for next Thursday, October 29<sup>th</sup> at 1:30 p.m. here at VECC. While it is a decision that will be made by the Board of Trustees, John feels it's important to invite the Board of Operations as well as they have been very involved in some of the site visits. If there are any questions, asking some of the Chief's who have been involved will be very advisable.

#### **2016 FY budget Amendment Resolution T15-04**

This budget amendment is for the CAD consultant. In keeping with the Interlocal Agreement having to do the feasibility study, the contractor was only contracted to get us to the point we are currently at right now. Most of this was actually completed in June, but in review and compile all of the results from the RFP's, we are now ready to move to the next phase which is having the contractor participate in the best and final offer as well as contract negotiations. John told the State 9-1-1 Committee yesterday that the fees that have been paid by the organizations and the savings they have received from the time they received the initial offer to the time they have the final offer saves them a lot of money. This happens because they have been involved with these same two companies in negotiating contracts within the past 2 years. They have a library of costs and purchases that they can look at. They also have the expertise to go in and look at redundancy. John will be involved in the negotiations but he feels it is money well worth spending.

#### **Motion –**

**. . . by Mr. Blair Camp, to approve Budget Amendment Resolution T15-04; the motion was seconded by Mr. Mark Reid; the motion carried unanimously.**

#### **EMD, EFD PROTOCOL UPDATE**

Leslie Devey relayed a success story with one of VECC's new Call Takers. This is what the QA program is for. It's teaching, coaching and mentoring the Call Takers. Leslie also read the letter from IAED recognizing VECC as an accredited center. It has been almost 6 years that VECC has been working on accreditation.

#### **2016 FY Surplus Property Resolution 15-05**

The Board of Operations has already approved this Resolution, but John wanted to let everyone know that there were several computers and other items that need to be surplus, as most of these items have no value at all.

#### **ROUND TABLE DISCUSSION**

John just reminded everyone that the Budget Committee Meeting will be held on October 28<sup>th</sup>. It's a standing meeting that has been out there and this is just a reminder. Anyone interested is welcome to attend. It was asked if it could be moved to right after the special Trustee meeting on Thursday. It will be held Thursday after the Trustee meeting at 2:30 p.m.

The Board had no issues to discuss.

The meeting adjourned at 3:18 p.m.