

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

***December 17, 2014 Meeting Minutes
VECC Board Room
5360 S Ridge Village Dr, West Valley City***

MEMBERS PRESENT:

Mr. Kane Loader, Midvale; Chairman
Mr. Gary Whatcott; South Jordan
Mr. Mike Shelton; Cottonwood Heights
Mr. Bryce Haderlie; West Jordan
Mr. Mark Reid; Bluffdale
Mr. David Dobbins; Draper
Mr. Randy Fitts; Holladay
Mr. Blair Camp; Murray
Mr. Kyle Kershaw; South Salt Lake
Mr. Brett Wood; Herriman
Mr. John Guldner; Alta
Chief Layne Morris; West Valley City
Undersheriff Scott Carver, UPD

MEMBERS ABSENT:

Mr. Ryan Certer; Riverton
Mr. Michael Jensen; UFA
Mr. Jeff Graviets; SL County
Mr. Brad Christopherson; Taylorsville

OTHERS PRESENT:

Chief Doug Diamond; West Jordan
Chief Marc McElreath; West Jordan
Mr. David Church; VECC Attorney
Mr. Warren James; UFA
Mr. John Inch Morgan, Executive Director
Mr. Jeff Monson; Human Resources Manager
Ms. Geana Randall; Information Coordinator
Ms. Gigi Smith, Police Operations Manager
Mr. Mark Whetsel; TS Manager
Ms. Holly Kirby; Operations Supervisor
Ms. Chris Dunn; Operations Supervisor
Mr. Rion Phillips; Operations Supervisor
Mr. Terry Shaw; Operations Supervisor
Ms. Shawn Woodcox; Operations Supervisor
Ms. Andrea Oldham; Administrative Services Manager

APPROVAL OF MINUTES OF NOVEMBER 13, 2014 BOARD OF TRUSTEES MEETING

Motion –

. . . by Mr. Randy Fitts; that the minutes of the meeting of the Board of Trustees be approved as written; the motion was seconded by Mr. Mark Reid; the motion carried unanimously.

BOARD OF OPERATIONS REPORT

Chief Marc McElreath commented that both Fire and Police User groups updated their bylaws and they were approved. They also discussed the CAD Consultant, which John Inch Morgan will cover later in this meeting. On Call Taking protocol updates, there were some staffing changes to allow for more staffing during high call volumes and to accommodate lunches. On call processing times, in October, 95% of the calls were processed in less than 40 seconds and in November, it was 98%. Zulu dispatching is ongoing and staff at VECC has made accommodations for departments that choose to wait until the call has been coded before they send units.

They cancelled the Board of Operations meeting for January due to some scheduling conflicts. Finally, the Board elected a new Vice Chairman, Chief Andrew Butler, and this meeting will be Chief McElreath's last meeting, with Chief Doug Diamond moving in as the Chairman. John Inch Morgan and Kane Loader thanked Chief McElreath for all of his service and dedication and the great work he has done over the past 2 years.

EXECUTIVE DIRECTORS REPORT

Public Safety Software and Systems Consultant Update

John Inch Morgan mentioned they have talked about hiring the Consultant and the consultant selection process. It has been a long time coming, since the RFP was initially put together back in March. The RFP was put together which would look at CAD platforms just for VECC, while merging VECC and UPD together. At that same time, HB155 passed, which looked at providing incentives for every com center in the state to come on the same CAD. The incentive was a restricted fund where .06 cents on every phone line was put into a restricted fund and it can only be used for a CAD platform which is interoperable with the state. It gave the responsibility to the State 9-1-1 Committee to manage these funds. It also gave the State 9-1-1 Committee the authorization to issue RFP's and contracts. The idea is that they could adopt a CAD platform that would be available to everyone in the state. HB155 carved out for Salt Lake County the ability to deviate from the CAD platform that the State 9-1-1 committee would choose for the rest of the state. SL County entities would be able to choose their own CAD, provided it was interoperable with anything the state comes up with. The one condition is that VECC and Salt Lake City 9-1-1 would have to come together in an Interlocal Agreement that they would jointly pursue the CAD process and consultant selection process. The Committee has been put together for this selection process, comprised of 4 members from Salt Lake City and 4 members from VECC. A consultant was chosen, and they came in with a very comprehensive analysis, which will not only serve in selecting a CAD, but to develop beyond this and figure out where everyone needs to be in the next several years. They will gather information and put together costs and budgeting figures, looking at all the available options. John feels it is very important that they look into the future at things that may need to be upgraded, and that savings for those items begin now. The CAD system will be the primary focus for now. The 9-1-1 Committee approved the full expenditure for phase one of this consultant, \$99,800. John contacted the consultant today and gave them the notice to proceed. The contracts are currently being signed and all terms of the contract have been agreed upon. The Board can expect that when the consultant gets going the first of January, they will have 60 days to complete the process. The first step will be the feasibility study, looking at the potential costs of converting from one or the other or look at a third alternative. Fire feels that neither Spillman nor Versaterm is ideal for them. The consultants will give the Boards a wealth of information at the end of the study. If the Boards determine that the costs are within the resources available, including the restricted fund as well as the money from Mayor McAdams and possible federal grants, a menu list of other public safety software things might be helpful in the future to include RMS and mobile data. Then the Board of Trustees and Salt Lake City 9-1-1 will determine if the RFP is issued. Hopefully this will happen. The CAD Consultants will then act as a consultant to review the RFP already written and then assist with the evaluation. The Consultant chosen is Cit-Com Inc, which has partnered with XIP. Williams Romesburg is the managing partner, and he and his team will come in and interview the Trustee Board, the Salt Lake City team, the Operations Board and Chiefs, and will speak with the State Auditor to determine what our needs are. Cit-Com has been in business for 19 years, specializing in Public Safety Technology and consulting, grant writing management and a number of other things. They have a very impressive background. XIP has different experience but it's more from the technological side. John will send this information out for the members to look at. They will start the first week in January and will finish the first week in March with a report back to the Board. John is pleased with the progress that has been made so far and the communication between agencies that is taking place. He said that VECC is still transferring about 2,000 calls to SLC and about 8,200 and UPD. UPD's transferred calls will be resolved as the merge moves further along. At the next meeting, John will have budget documents and organization charts to show everyone where the merger is at. Determining a common CAD will accelerate the merger as well. John feels that a decision will be made by the new budget year. He would like to go back to the State 9-1-1 Committee to petition additional funds for the actual purchase of the CAD. There should be sufficient funding and VECC is first in line to access these funds.

Major Events and Statistics

John commented that he feels VECC is doing a great job at answering phones. There are some calls that go into a queue when there are heavy events or multiple calls on an incident. Having calls wait for a long period of time in queue is unacceptable to John. He told the story of the disabled man who was using a disconnected cell

phone to listen to music. A disconnected cell phone can still call 9-1-1. The gentleman made over 4,000 calls within a short period of time. 9-1-1 hang ups are a priority to police and take up valuable dispatch time. West Jordan investigated further and found the cell phone. With these types of multiple calls coming in, it ties up dispatcher's time because they have to follow up on them and contact the caller back. This delays those truly emergent situations. The public needs to be made aware of this through public service announcements and John would like to meet with the different city leaders and let them know what happens out here at VECC.

Jeff Monson explained that VECC has been putting together a Health & Wellness program over the last several years. This year, with some of the things accomplished, VECC has been recognized by the American Heart Association, receiving the Gold Achievement Award for a fit-friendly worksite.

John wanted to mention that in reorganizing VECC, there are a few things that he has identified as needs. One of those is the necessity of having Supervisors that act as mentors and trainers to bring individuals up to a standard level. 2 employees have been promoted, Rion Phillips and Holly Kirby. They are very good on channels and Call Taking and are taking part on mentoring and training.

Gigi Smith wanted to introduce Roxanne Gray to the Board, who delivered a baby while call taking a few days ago. VECC has 2 plaques used to recognize employees, the "Saved A Life" and "Delivering A Baby".

Scott Carver commented that they have been working on the Merger for quite some time and very diligently, and he has thought about the difficult job that Dispatchers do, under extreme stress and circumstances. The turnover rate is very high due to low wages. As the merger continues and we come together as a combined entity, the desire is for this dispatch center to be the premier agency and to do this, Scott feels that they need to be paid more. The compensation package needs to be looked at and he feels that wages should be up to what we expect of them and let them know that they are appreciated. The bond will be paid off fairly soon and with the merger, this will free up some funding. He would like the Trustees to be thinking about this during the next budget session in January because he feels it's important.

ELECTION OF VICE CHAIRMAN

Kane Loader asked John Morgan to run the election. John opened up the floor for nominations for the Vice Chairman for the Board of Trustees for VECC. Randy Fitts asked if there was any interest. Gary Whatcott was interested in the position. Randy nominated Gary Whatcott and it was seconded by Brett Wood.

Motion –

. . . by Mr. Randy Fitts, to nominate Mr. Gary Whatcott as the Vice Chairman for the Board of Trustees for VECC; the motion was seconded by Mr. Scott Carver; the motion carried unanimously.

John mentioned that Kane Loader has done a wonderful job as the Chairman for the Board of Trustees over the past year. Kane expressed appreciation for the support he has received. The Chairman for next year will be Sheriff Jim Winder.

John Inch Morgan announced that VECC would be having a Family Christmas Party on Saturday, December 20th from 2:00 p.m. to 4:30 p.m. and invited everyone to bring family and attend if they would like.

The meeting adjourned at 2:50 p.m.