

**SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

**OPERATIONS BOARD MEETING**

*January 18, 2017 – Meeting Minutes*  
**VECC Board Room - 5360 S Ridge Village Drive**  
**West Valley City**

**MEMBERS PRESENT:** Chief Doug Diamond, West Jordan  
Chief Jeff Carr, South Jordan  
Chief Robby Russo, Cottonwood Heights  
Chief Craig Burnett, Murray  
Chief Marc McElreath, West Jordan  
D/C Shane Hudson, UPD  
Chief Clint Smith, Draper  
Chief John Evans, West Valley City  
Chief Jack Carruth, Sout Salt Lake  
D/C Terry Addison, SSL  
A/C Erik Sandstrom, UFA  
Chief Andy Butler, South Jordan  
A/C Mike Dykman, Murray

**OTHERS PRESENT:** Dave Harris, Police Chairman  
Phil Brown, TS Chairman  
Dave Shopay, West Valley City  
Bonni Stockman, IAED  
Darren Judd, IAED  
Dr. Clawson, IAED  
John I. Morgan, VECC Executive Director  
Jeff Monson; H.R. Manager  
Mark Whetsel, TS Manager  
Beth Todd, Fire Manager  
Gigi Smith, Police Manager  
Terry Shaw, Supervisor  
Leslie Devey, Supervisor  
Chris Dunn, Supervisor  
Geana Randall, Info Coord.  
Andrea Partridge, Admin. Services Manager

**APPROVAL OF MINUTES**

**Motion –**

**. . . by Chief Doug Diamond; to approve the minutes of the December 8, 2016 Board of Operations meeting; seconded by Erik Sandstrom; the motion passed unanimously.**

**ELECTION OF VICE CHAIR, CONFIRMATION OF CHAIR**

Chief Andy Butler commented that the Vice Chair, Chief Bryan Roberts from Draper will now become the Chairman. It is Fires' year for the Vice Chair position. Chief Butler opened up for nominations for the Vice Chair. Chief Marc McElreath nominated Chief John Evans and Chief Bryan Roberts seconded the nominations. The Board members voted unanimously to nominate Chief John Evans.

**VECC SERVICE AWARDS**

Gigi Smith presented Amber Shields an award for 15 years of service with VECC.

**USER COMMITTEE REPORTS**

**Send Protocol**

Gigi Smith introduced Bonni Stockman, Darren Judd and Dr. Clawson from IAED. They joined the Fire, PD and EPD DRC meetings last week to present the Advanced Send Protocol. Before it was approved, they wanted the Board of Operations to review it. They are asking us to go forward with this with a 30-day trial and give them feedback on the protocol. Bonni commented that they presented the send protocol out at the airport and trained their officers on the cards. It worked very well for what they were doing out at the airport. In January or February 2016, they wanted to move forward with the Advanced Send protocol. They've worked out all the details with this new protocol, and the airport is currently beta testing it, and they are enjoying it. They would

like to train the officers on 6 questions and then they will come into the dispatch center and the dispatcher will enter it and it will go out to Fire as a send and will tell them what they are going on. Darren presented a powerpoint on the Send protocol. It lists injuries, medical problems, bleeding, a traffic accident and excited delirium. Along with that they are asking for an approximate age, if they are conscious or not, if they are breathing, and if it's an illness or traffic accident, if there is any severe bleeding and finally do they need a lights/siren response. The goal is for officers to provide all this information right up front to dispatch so they have this information and can enter the appropriate information and create the appropriate response. At Gold Cross they use this protocol at the ski resorts all the time. By them providing the complete picture right up front, no further questions need to be asked. The advantage to this is we are able to send what is needed rather than over sending. PAI's (Pre-Arrival Instructions) and PDI's (Post Dispatch Instructions) are available to the reporting party if they would like it. The other advantage to using this protocol is if the officer is in the middle of something and needs to control bleeding or something, the dispatcher can go directly to the PAI's and assist the officer. In testing this, if there are items that aren't working, they can just be submitted to Bonni and they will look at them to get them corrected. Bonni commented that it's currently in the alpha build. They came out a while back and one of the issues that came up was what about tazer deployment, which they hadn't thought about. It was taken back and they will be putting it in as part of the send protocol. In the long run, this will create a lot better way of doing things. John said that this presentation was made to Police and Fire users and they have recommended that it come to this group for action before we agree to participate in the alpha build.

#### **Motion –**

**. . . by Chief Bryan Roberts; to move forward with the alpha build beta testing on the Send protocol; seconded by Chief Jeff Carr; the motion carried unanimously.**

#### **Fire And Emergency Medical Report**

A/C Mike Dykman reported that there wasn't a lot of interest in the LifeMed AED at this time. They reported on the Fire and Medical dispatch group review committee and they are still looking for participation from all agencies in that group. The more input, the better. Every month, questions come up, and the more participation they have, the better it will run. There were some updates with version 13 on the dispatch system. There are more instructions for pregnancy problems, callers in danger, car vs pole with lines down. These are being discussed and worked through to refine the responses. On silent dispatching, there was a bit of a delay with some of the agencies, but he believes that everyone is on board now and they are in the trial phase. There are little things that come up and they have decided to continue with the testing period for this month and then follow up at the next meeting. They discussed working fire notifications and not to always include a fire investigator. On hospital inter-facility calls, those calls should be directed through the 9-1-1 system. They had a CAD update and there were some assignments that went out to each agency to provide apparatus and personnel information. There are some mobile workshops coming up to be aware of. Beth will be providing details soon. They discussed the Send protocol, which was already talked about in this meeting. They are also reviewing their hazard flags for EMS and there is more to come. During round table it was mentioned that VECC's TS department is buried with CAD building and if there are projects that they need to work on, please let them know and give them plenty of lead time. Erik Sanstrom asked when the hazard flags are reviewed. John mentioned that as they are doing the conversion to the new CAD, they will probably go back 5 years. They don't want bad data converted to the new CAD and so they will be reviewing these and will go back 5 years. Gigi said that up to this point, Lin has been going city by city and updating and validating for each agency. Marc McElreath asked John what his position was on going through 9-1-1 for inter-facilities. John said that it depends on the apparatus available and what the needs are. It will put a burden on the call takers. If they need our services, he is great with it, but for little kinds of things, he doesn't necessarily agree with it.

#### **Law Enforcement Report**

Sgt. Dave Harris reported that the PD users met on January 5, 2017 and they discussed the Send protocol. They also discussed the hazard flags. Lin will send out all the hazards and they will go through them and weed out anything they are aware is no longer a hazard. They also agreed on only going back 5 years. On the PD training manuals, each agency had them reviewed by the main dispatcher. Any edits or changes were marked in the manuals and were sent back to the agencies. They will be reviewed and approved within the next month so they can be used as policy. They had quite a discussion on the verbiage when people call in and they are concerned about the delay they get when they call for a PD response. Some call takers were telling callers that officers were out handling life threatening emergencies and it was irritating them further. They came up with telling them that the officer will be out as soon as possible. If they are concerned or complain about that or keep calling back, the on-duty supervisor or watch commander will be notified. If the caller calls again, they will be told that the on-duty supervisor has been made aware of their situation and that an officer will be out as soon as possible. On bomb threats, everyone liked the way it's being handled now where there is not an audible, over the radio bomb threat call. The dispatcher will call and ask them to please take a look at the call, or they will ask

for the officer to contact them for details and the call will be dispatched that way. They don't want extra media attention or people crowding the phones. Handling calls on Trax was discussed. This will be coming up in the next Chiefs meeting, next week. It's been made know that Chief Ross has asked that he be able to handle as much as possible on UTA property or facilities. However, if a call comes in to one of our agencies, our Chiefs want their officers to respond and at least evaluate things so that they are serving the customers in their city. Then a decision can be made to call on UTA if needed. As it stands, as a call comes in, the agency will respond and then they can make the determination on what will happen from there. John wanted to discuss this a little bit. He wanted to make sure he understood how they wanted it handled so that the dispatchers would know exactly how to handle these calls. Chief Roberts said this would be a good discussion at the Chiefs meeting. If it's Trax jurisdiction, he feels they should be handling it. Their parking lots are their property. He is also supportive of them responding with certain incidents if they can respond sooner. Once Trax personnel or UTA police show up, it would be turned over to them. Originally, there were only certain levels that they were capable of and comfortable with to deal with. At a certain level, the city or jurisdiction the incident was occurring in was still needing to handle certain levels of calls. This will go back to the Chiefs for discussion. UTA is not a 24-hour agency also. Leslie asked if calls come in to VECC, if we will be handling it or will it be transferred to Trax. John said the Chiefs will need to determine this and bring it back. At the meeting, they discussed the CAD and a lot of RMS work was done in December and that data is now being entered into the new system. On January 23<sup>rd</sup> that will begin 2 weeks of RMS and FBR training work for the specialists. There is a meeting the morning of the 23<sup>rd</sup> that everyone is invited to; an overview of everything happening in the next little while. It will be here in the VECC Training room at 0830. This month, they should find out what the conversion costs will be, but they don't have any information yet. It is due on the 15<sup>th</sup>. They had a round table discussion and UPD talked about the avalanche up Little Cottonwood Canyon. There were 2 separate people calling in, each thinking the other had been involved in the slide. The 9-1-1 calls went to SLC and Summit County and there was a lot of confusion. UPD will be covering for SSL while they have their awards banquet on February 24<sup>th</sup>. Finally, Leslie mentioned they are doing a best practice for vehicle thefts, when someone calls in, instead of going through all the questions in the protocol, they will check the impound list first to see if it's listed there to handle things quicker.

### **Technical Services Report**

Phil Brown reported that they met on January 5<sup>th</sup>. Some of the items brought up included how VECC is in the process of getting a secondary internet provider to handle the load with Hexagon. They are working with Comcast to get this set up. They are getting their Sysco equipment set up as well. They talked about NetMotion. There was information given out about some IP address ranges that plug into the servers at each agency and it will work with VECC and SLC. They discussed Image Trend issues some of the agencies were having. They went over the different groups and when they would be meeting, which are scheduled to begin on January 23<sup>rd</sup>. There is an RMS and a GIS group, and they will both start at 0900. The CAD classes will be held the end of February or first of March, and will be for technicians to attend. They talked infrastructure with the microwave towers. There are several interfaces being developed by Hexagon to be able to work with the CAD system.

### **COMMITTEE REPORT ACTION ITEMS**

Gigi Smith wanted to follow up on a few items. Back in September at the BPA meeting, they discussed frauds and how to handle those. They are finding that there is still confusion amongst the agencies on the process and they are looking for a confirmed approval that we will be moving forward in that direction. As a reminder, it was decided that when the caller calls in and makes the report, we would start with the home agency, and they will then contact the other agencies and it would be determined who would handle it at that point. The officer will let their dispatcher know which agency to create a call for. Last month, John and Gigi offered to create resolution-type documents they can push to you that can go out to the agencies, once decisions have been made just to insure the information is communicated throughout the departments. She asked if they would like her to create that resolution and it was decided that they would like it created. Gigi confirmed that on bomb threats they were going to let the officer know to look at the call number or to call us for further details. It was not in the training manuals and so it will be placed with the update this month. On Trax incidents, Gigi reached out to Chief Thacker and asked him to put it on the agenda for next month which he has done so. On the call signs, last month it was discussed that all agencies would be getting onto the same plan as to what the call signs over the radio would be. They also discussed the send protocol. Finally, she asked for confirmation on the EPD version 6.0 testing and they have asked if we could test it. On card 101, they have added a custody issue. On the alarm protocol, it will now ask for a drop time, which is a PFC we submitted. On Post Dispatch Instructions for the 101, the 115 and the 132 cards, it gives 2 sets of instructions based on if they are following or not following the suspect and depending on which one, that's the path they will take. Gigi asked for approval to be able to tell the academy we would beta test version 6.0.

**Motion –**

. . . **by Chief Bryan Roberts, to give approval for VECC to beta test EPD Version 6.0; seconded by Chief Jeff Carr; the motion carried unanimously.**

Gigi wanted to give them some information on the RMS and FBR meetings for the weeks of January 23<sup>rd</sup> and January 31<sup>st</sup>. If there are any questions, Gigi can assist. On Monday the 23<sup>rd</sup>, from 0830 until the lunch hour, anyone is invited to attend. Emily and Patrick will be there and they will summarize the findings of the paperwork turned in by each agency. It will be a 30,000 foot explanation of what can be expected over the next few weeks. This first week of classes will be Monday through Thursday and will include training and overview. The second week is the actual entering of information in the system and it will be Tuesday through Friday from 0830 until 1600. Gigi suggested that for week number 2 where they will be working on FBR, if an agency does not have a Law Enforcement representative, they may want to ask them to come up for a period of time, or make sure they have direct contact with the person making the entry since it is field-based reporting. The agencies will want to have a say as to what the document and the forms look like.

Terry Shaw reported that the Users Committee met with Animal Control yesterday and Terry was asked to attend and report that in the new fire protocols, they include an animal rescue. He presented to Animal Control the idea that came from the users meeting that with animals in peril, dispatchers would create a call which would go to the BC and Animal Control would still respond as usual. They were very much in favor of this.

Mark Whetsel commented that in each of the User meetings there was a lot going on with the CAD system build and everything. The GIS portion data is in there and they are working on some issues with some of the data, especially from the airport with it under construction. In the Tech Services meeting, they are reaching the point now where they need to very aggressively attack connectivity from everyone agency. As they get assignments from the workshops, they need to be able to have the ability to connect from their computers at their office. They have briefly discussed this at the TS Users meeting but Mark's focus on Tuesday, February 2<sup>nd</sup> will be to review the connectivity between each agency so that he can make sure everyone is on board and has the access they need. Mark is requesting that everyone who normally attends the meetings be here, but in addition to that, he needs someone from each city's IT staff that is responsible for network connectivity. It will be a big group, but they have reached that point where they need to meet and get the outside agencies connected in so that people can do the work that needs to be done. To the best of Mark's knowledge, everything has been completed and the systems are both up here and at SLC. There haven't been any real issues since the last meeting. There will be 15 work stations in the Training Room for the FTR and RMS build as well as 5 in the Incident Command room for the URS people. The hardware/software configuration stuff is moving along very well.

**EXECUTIVE DIRECTOR'S REPORT**

John wanted to just focus on the budget and will present some issues that he is facing. He would like to explain the assessment going forward, but he is still working on a few issues. John and Jeff will discuss the health insurance renewal in just a few minutes. In looking at employee compensation, initially John put 2.5% in, just a gross figure, but then we were hit with some of the health insurance and so this will be fluid as he continues the negotiations. For the capital equipment, the good part is this is going down from where we were last year, but about \$436,000. This is a little bit of a relief. The other part is that the revenues have increased, as John has been reporting on the 9-1-1 fees. If he gave the board a ball-park figure right now, the assessments will be about 2-4% increase, even if John were to ask for the 2.5% employee compensation and where we end up with the health insurance. The health insurance for the past few years has been below the national average; about 6 – 7% increases. When we first got the renewal this year, it was a 29% in the medical health insurance. Jeff Monson commented that back in the middle of November we started working with our broker to get renewal information. We did go out to bid to a number of different companies. Our broker, Scott Turley, came back with some information. Initially, Regence came back with a 29% increase. Scott went back and talked with Regence, who came down to 25%. It was reviewed and additional information was given back to Regence, and they went down to 23% which is currently where they are at. This is for the plan that we are currently on, not changing anything but just renewing it. If we stay with the current plan, the intent is to pass some of that increase on to the employees as well, but VECC's portion would be about \$210,000 and then the employees would share in some as well. We also reviewed a different network through Regence, Focal Point, which would put the increase down to 14%, but this plan would be extremely limiting on doctors and hospitals. Jeff looked at the possibility of VECC offering and paying for the Focal Point option and then giving the employees the opportunity to buy up and keep the current plan. He also looked at increasing the deductible amount from \$1000 to \$1500. In looking at all of the different options, Jeff is trying to stay competitive. Select Med also offered a bid and they came in around 22%. The dental insurance went up 8%, but it's a much smaller amount. Jeff has again sent back some additional information to Regence for them to review but we have not heard back

from them yet. John said some of the information we are still working with them on, which could make a significant difference, includes some very sick employees who are no longer working for VECC. John would like them to take this into consideration. He understands that they do their calculations based upon where we have been, and they have overlooked some of this in the past, but he still feels that they are recouping some costs that going forward will not be there. This has been some of the arguments we have made but the new push right now is that these high user individuals are no longer with us and so it won't be a cost that they will be dealing with on an ongoing basis. Because this is not a straight renewal and we still have some negotiating to do, John is not able to have a complete budget today. John asked Jeff to contact each agency to see what they are doing with insurance and what the increases have been. This gives him more information for negotiations. This plan is a traditional plan and not an HAS, however, John would like to implement one. He did a survey last year to see how many people would be interested in it. Regence requires a certain percentage in order to go on an HSA, and we didn't have the interest in it last year. This year, he is going through an education process where people understand what it is. If he were to offer it, he would want to give some upfront money, no more than what the cost would be for the individual or a family to put into their account so they have something they could draw from initially. John is developing some information that he will pass out to employees. He will have a complete budget for the meeting next month. Everything else on the budget is status-quo.

On legislation that John is involved with, the multi-line PBX regulations has now been numbered, SB004, Senator Harper's bill. This bill states that within 5 years, everyone with a PBX or multi-line is required to purchase the software to upgrade it to let responders know where the incident is. This bill will also require a sign within 5 feet that gives instructions on how to dial 9-1-1. There doesn't appear to be any opposition to this. The only kick back has been from the State who has many multi-lines and they wanted to have a little bit of an exception so that they could have some implementation time. Radio PSAP funding now has a number, but has not been released. There are some significant changes in this bill as far as the UCA 9-1-1 division, as far as increasing the funding from \$0.61 to \$0.65. This will help with the E9-1-1 fees if this goes through. The other discussion going on is right now that \$0.61 is a city, municipal, county and town tax. When it was originally passed, the legislature gave authorization for everyone to implement this tax. The proposal right now is to make that a state tax and redistribute based on call volume. The other component is that a new fee is being proposed from UCA that would put an additional \$0.38 on every phone line to pay for the radios.

There was nothing else to discuss at this time.

The next meeting will be held on Thursday, February 9, 2017 at 10:30

The meeting adjourned at 11:54 a.m.