

## SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

### OPERATIONS BOARD MEETING

*February 9, 2017 – Meeting Minutes*  
**VECC Board Room - 5360 S Ridge Village Drive**  
**West Valley City**

**MEMBERS PRESENT:** Chief Bryan Roberts, Draper  
Chief Doug Diamond, West Jordan  
Chief Jeff Carr, South Jordan  
Chief Craig Burnett, Murray  
A/C Paul Brenneman, Cottonwood Heights  
Chief Gil Rodriguez, Murray  
Chief Marc McElreath, West Jordan  
D/C Reed Thompson, South Jordan  
Chief Clint Smith, Draper  
Chief John Evans, West Valley City  
D/C Terry Addison, SSL  
A/C Erik Sandstrom, UFA  
A/C Mike Dykman, Murray

**OTHERS PRESENT:** Chief Dan Petersen, UFA  
Dave Harris, Police Chairman  
Andrew Haygood, TS Chairman  
Dave Shopay, West Valley City  
John I. Morgan, VECC Executive Director  
Jeff Monson; H.R. Manager  
Mark Whetsel, TS Manager  
Gigi Smith, Police Manager  
Terry Shaw, Supervisor  
Leslie Devey, Supervisor  
Chris Dunn, Supervisor  
Andrea Partridge, Admin. Services Manager

### APPROVAL OF MINUTES

#### **Motion –**

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

### ELECTION RESULTS

John Inch Morgan just wanted to update everyone that Chief Bryan Roberts is the new Chairman for the Board of Operations and the Vice Chairman is Chief John Evans.

### USER COMMITTEE REPORTS

#### Fire and Emergency Medical Report

A/C Mike Dykman reported that the Fire Users group met on February 2<sup>nd</sup> and approved their minutes. They received an update from the Review Committee. They found a problem with the definition of a Contained Appliance Fire from the CAD system. Clarification was needed on this. This would be a fire contained within an appliance, such as an oven or an HVAC unit. There will be clarification made in the system. They discussed protocols related to miscarriages and what constitutes one. It was determined that if the caller stated they had a miscarriage, then that constituted one. If not, they would take a different protocol. On suicidal callers who call in and refuse to give virtually any information, they discussed how to handle these. From the fire side, many of these calls originate with PD and then Fire is called in to assist. John mentioned that there are some directions from PSAP's that call takers stay on the line even if the caller is transferred to a suicide prevention line. Then if information is revealed to that individual, they would dispatch law enforcement. This has resulted in some negative effects in some cases. The PSAP's doing that feel like if the individual is calling them, they have an obligation to provide some service. John wanted to know what the expectation was and how they wanted dispatch to handle the call. Dave Harris commented that they had the same conversation in the Police Users meeting and wondered if there was an obligation to send an officer out, or if they should disconnect once the suicide prevention line is on. It was determined that once the caller is transferred, they could disconnect. John said he doesn't have a definitive legal opinion yet but some of the criteria is if they have the expectation that

they will be transferred to a suicide line and the call taker stays on the line, is this a proper protocol or an invasion we shouldn't be doing. There are a number of different things that legally we have to deal with but primarily, it isn't a legal question if the decision is that we transfer them and then do not stay on the line or dispatch. This was the suggestion of the Board members. Chief Diamond commented that there is no obligation for law enforcement to get involved in a suicidal person unless there is a threat with weapons or things like this. If John does get something different from legal, he will bring it back for further discussion. The Users also discussed the Send protocol, a shortcut through Pro-Qa for Doctor's offices, care centers, and health care professionals. There is still training to do on this with the call takers but it's important for the Public Safety professional to identify themselves upfront. Gigi Smith said they are just finalizing some powerpoint training they will be able to share with VECC and the departments and she is hoping it will be ready in the next couple weeks. She is looking at hopefully an April 1<sup>st</sup> start date to do the 30-day testing period. Silent dispatching was discussed, and some of the issues coming up and how to best address them. One thing noticed is critical updates on the dispatch are not being sent quickly enough. In looking from the MDT's, they don't see the changes coming through, there are no notification. For critical information such as a changed address or changed nature code, there should be a radio communication to notify everyone. A lot of the agencies don't have MDT's in their ambulances and so silent dispatching has been a bit of a problem for them. They also thought that silent dispatching would help with en-route times, but Mike thinks they have seen kind of the opposite. He does think with the right system in place, the times will improve. They motion was made by the users group to continue to move forward. Also discussed were working notifications and working notifications to BC's on duty. The dispatchers are spending a lot of time making phone call notifications to the BC's to provide information that doesn't require them to take any action. It's informational only. It's taking up a lot of dispatcher time, which they feel could be better used. Also, the paging system is in place which provides notifications and are set up in groups by department. They are just trying to streamline the system. There was a request that came from UFA that there are some issues with pushing cases and times. VECC can't really push them and the requests need to go directly to UFA's IT people. There was an update on the CAD system. They also discussed the training going on in the Training Room. The demo on the mapping yesterday was very impressive. South Jordan Fire Station #63 is now and running and manned around the clock. Questions came up about the active shooter protocol, is there one in place and yes there is. There is also a mass casualty protocol in place. They are still cleaning up the hazard flags on the CAD system and they will continue to work on this.

### **Law Enforcement Report**

Sgt. Dave Harris reported that Law Enforcement users also met a week ago and Shannon Gray came in and gave an update on the quarterly Animal Control meeting. There was information on radio traffic she shared with them. They are looking at cutting down on the radio traffic. He reported that Gigi updated them on the VPA meeting and in regard to handling Trax calls, right now it will still be handled the same way. If something happens on Trax property, each jurisdiction will get the call and it will be up to that jurisdiction of they are going to contact Trax PD and have them come out and handle the situation. They discussed the call signs. The suicide policy was addressed. Send protocol was discussed and it should be up and running around the first of April. John gave them a CAD update, which he will discuss in this meeting as well. In the roundtable discussion, the Hillcrest active shooter was talked about. VECC asked them if they have active shooter practices, they would like to be involved so that they get the practice as well.

### **Technical Services Report**

Andrew Haywood reported that they met last Thursday and discussed the internet connection into VECC and that they are working on getting the second internet up and running. It should be ready to go around March 3<sup>rd</sup>. They talked about the concerns with what kind of interface they'll need to develop with FatPot for the Hexagon system, mostly for Draper. They also discussed the costs associated with transferring data from Spillman and FatPot into Hexagon. The VN servers at VECC and SLC were discussed, along with the addresses they will have. They discussed getting a split tunnel set up through NetMotion, as that is what most the agencies use to connect to VECC and SLC. On March 28<sup>th</sup>, they will have a workshop to discuss a cloud solution for the DR side, or backup in case something were to happen to both SLC and VECC. There will be a new domain they will have to use and will need to be set up for testing purposes in each agency first. Mark Whetsel commented that Comcast is currently here running conduit for the new fiber. They are hoping to have it completed the first part of March to have it completed. On February 14<sup>th</sup> between 0100 and 0500, CenturyLink will take down their metro Ethernet internet connection. It won't be a 4 hour down-time, but a window, and each router will be down for approximately 30 minutes. He asked that everyone make their field units aware of the down time. Mark will send an email out prior to just to remind everyone. The current Nice recording equipment is 7 years old. He was trying to put it off until he knew what needed to be done and what the other agencies would be doing. The new equipment will be in and operational within 30-45 days. It will have access to all of the old Legacy equipment and will also have new features as well. There will be no interruption of service on this.

**COMMITTEE REPORT ACTION ITEMS**

John commented that these items are new for this year but he wanted to give the Operations Board an opportunity to identify law, medical, or technical issues they would like VECC to tackle. This will be a standing agenda item. Rather than having things come up through the User Groups, John would like Operations to identify any issues John can address. He asked if anyone had any current issues, or to be prepared for the next meeting to bring any issues forward. Chief Doug Diamond mentioned that closest unit dispatching needs to be discussed. He knows it's more difficult with the current system than it will be in the new system, so he's not sure if it needs to be looked at as a group. It came up in his City council for him to look into it. Doug's understanding is that it's based on priority calls and that dispatchers do try and dispatch closest units and that sometimes it gets missed because of the way it's on the screen. There is also load-balancing so that one officer isn't getting over-burdened. The new system does have a more robust closest-unit dispatching protocol. John feels it would be a good discussion to have, even with no details at this time, and then when they see the new system rolled out with our data, they can apply some of the principals or modify things. Chief Diamond also recommended they eventually talk about changing the way billing is done from VECC. John agrees, but he doesn't know that it's something they would take down to the User groups, but its more policy at the Operations level. He has had discussions with Jeff and some of his staff about different models. It's an arduous process to get where we are but we should always look to see if this is the best model because things are changing. John will put this on the agenda for further discussions. There are a few things that can be worked on.

**CAD/RMS/FBR/PSM PROJECT**

John said that even though they are dedicating a lot of time to the CAD and FBR, they are continuing to look at policies between SLC, UPD and VECC so that we are all on the same page with the same policies and protocols. This takes time but the closer we are in dealing with everything from personnel to how we handle calls, having that consistency in the valley is very important. We are moving ahead with this. Once some of these policies are solidified, John will bring them to the Operations group. Chief Diamond asked if there was anything on the actual physical consolidation between UPD and VECC. John spoke with the Sheriff at the Legislature last Friday and he is still is committed to moving ahead. There was no timeline discussed. The Sheriff told him that as his people are going through these processes, looking at the new system, they are a lot more positive about being on the same page, same protocols and physical consolidation. Until the CAD and other components are stood up, it doesn't make sense to do a physical consolidation, which John believes has led to some of the rumors that it's not happening. But the Sheriff did confirm to John last Friday.

Emails have gone out on the interfaces, but John wanted everyone on the same page. He said we are coming up to the point of time with the Hexagon contracts for developing some of these interfaces, FatPot being one of them. The other two are Polaris and ImageTrend, however, John said they are at the point where they can tell Hexagon not to do the interfaces. Gigi Smith mentioned that they have been doing the MPS over the past three days. Tomorrow from 0800 until 1200 it will be individual Q&A sessions for anyone with questions. The only other thing she had to report was that those who have attended these workshops are concerned with when the next workshop. Gigi is coordinating with Mr. Romesburg now to try and get all the workshops over the next few months scheduled so that everyone can get them on their calendars.

Mark Whetsel mentioned that with all the workshops going on, a lot of the instructors are assigning homework assignments for the individuals to take the information back to their agency and get things completed. This has been somewhat problematic because of issues with each agency being able to connect directly to the server. Currently, there is connectivity at West Valley City. They are very close with Murray and with SLC. A few of the others are waiting for their Network Administrators to get a hold of Mark so that they can work together to get the connectivity here. John also added that if they are hearing things that are wrong with us or we're not taking the right approach, he would like to know about it.

John displayed the schedule for the next two-weeks and mentioned that Gigi is putting them out on an ongoing basis so that everyone knows what's going on.

**EXECUTIVE DIRECTOR'S REPORT**

On the tentative budget, normally John would have things pulled together, and he reported last meeting that VECC had a 29% increase in health insurance. John has chosen to go with a different carrier, which has caused a bit of consternation with the employees on the floor. We are switching from Regence to Select Health. Still, it is a fairly big increase at 21% rather than 29%. In the last meeting, John shared that worst case scenario, assessments would not be going up by more than 10% but he assured everyone that it would be the highest number, throwing everything into the mix. John is looking at salaries and benefits and has made an adjustment to this, and still looking at a potential \$120k surplus to build up the reserve, there is some flexibility in what John is dealing with. John is waiting to hear back from the accountant, Dave Sanderson, and then he can

send the numbers out. John will have something by the Board of Trustees meeting next Wednesday that will be firm, including Dave's numbers. It was asked what the impact to the employees would be switching carriers from Regence to Select Health. The family rate, over a year, went up about \$800.

There is more legislation coming out which is relevant to what we are doing, but there are two big ones John is working on right now, one of which is the multi-line. Everyone was in favor of it last time John talked about it. This is where they have to have instructions to get an outside line that every multi-line PBX-type system has to be able to not have an access code to go out. If they do, they must have instructions on it. The second part, which is more costly but does have a 5-year window to implement it, is in the ani/ali which also identifies not only the address but the building, floor and room number. The State TS department came out and said it would cost a lot of money, but then it came down that they just wanted to replace the whole system and it wasn't the result of this legislation. It would run approximately \$780k this year and \$380k for the next three years. John feels this will be okay. Another rider that has come in from the telecommunication system is that the 9-1-1 fees not be charged on every one of their lines, but it be charged on the main channel. That channel would be estimated by the telecoms themselves to identify the concurrent emergency calls that may come in. That would greatly reduce the revenue coming into the PSAPs and it defeats the system. The other piece of legislation was just numbered yesterday, the one John has been working on with the protected copy. It does a few different things. It increases the \$0.61 that go directly to the PSAPS to \$0.65, which is \$1.4 million to be distributed throughout. The second part of this is that it would be distributed by call volume. Right now, that \$0.61 is an authorization, just like a sales tax, an option to all of the cities, towns and counties. It becomes now a State tax and is distributed based on call volume. The third thing in that same bill is a proposal to increase the entire phone bill, going from \$0.76 to \$1.18 on every line, and \$0.38 would be for the radio system to have it rebuilt. \$0.18 would go to maintenance and operations, which would replace the per radio rate. This would be replaced, but wouldn't preclude the UCA Board to charge a fee. The other \$0.20 would be to rebuild the backbone, replacing towers and whatever else. Senator Harper, in his last meeting on Friday, wanted to authorize this but said it wouldn't be affective until a year from July. That gives them time to go out and do RFP's and whatever else.

#### **NEW ITEMS FOR FUTURE MEETINGS**

A/C Erik Sandstrom introduced Chief Dan Peterson, the new UFA Fire Chief to the Operations group.

There was nothing else to discuss.

The meeting adjourned at 11:27 a.m.