

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING

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

MEMBERS PRESENT: Chief John Evans, West Valley City
Chief Doug Diamond, West Jordan
Chief Jeff Carr, South Jordan
Chief Craig Burnett, Murray
Chief Robby Russo, Cottonwood Heights
D/C Dwayne Ruth, South Salt Lake
Chief Gil Rodriguez, Murray
Chief Ron Morris, South Salt Lake
D/C Shane Hudson, UPD
Chief Marc McElreath, West Jordan
D/C Reed Thompson, South Jordan
Chief Clint Smith, Draper
A/C Erik Sandstrom, UFA

OTHERS PRESENT: Phil Brown, TS Chairman
Sgt. Jon Arnold, PD Vice Chairman
A/C Mike Dykman, Murray
Dave Shopay, West Valley City
Bart Vawdrey, Draper
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 February 9, 2017 Board of Operations meeting; seconded by Chief Gil Rodriguez; the motion passed unanimously.

USER COMMITTEE REPORTS

Fire and Emergency Medical Report

The Fire Users did not meet this month due to a lack of agenda items.

Law Enforcement Report

Sgt. John Arnold reported that Sandy had an incident last week where they were accepting a 3rd-degree felony warrant, service called to confirm they would take them and the due to it being a shoplifting warrant, the clerk said it wasn't a big enough charge to bring them in. They have clarified that the clerk was wrong. There is a phone # on the website you can call to speak directly to the booking sergeant and they can work with them. There was an issue that came up about changing codes for calls. If a call comes in that is a welfare check, which may have been holding for 30 minutes, and when they go out and it's a different type of call, and dispatch changes the code, it changes the priority and when stats are run, the response times are skewed. It was recommended that codes aren't change with dispatch but on their end in records when they do the report. For CAD and stat purposes, leave the codes as they originally were reported. On fraud calls, there was direction on how they were to handle them in that the call begins in the city where the caller lives, the officer will make contact and will handle the call or refer it to another agency. When they refer to another agency, the officer

contacts dispatch, not the citizen. John Arnold asked everyone to pass it on to their agencies that this is how it is supposed to happen. Handling UTA calls, the UTA Chief wants to handle all calls for service that happen on UTA sites. There was discussion on in-progress vs late hold calls and they recognize that some agencies want to handle their own calls. VECC will dispatch the home agency and also send the call to UTA. When the officers get there, it will be sorted out on-scene.

Technical Service Report

Phil Brown reported that the met last week and the majority of the meeting they discussed the network connections between each of the agencies and VECC and how each agency will not need to connect with SLC as well. All the details were emailed out to each of the agencies technical staff and they should be working on this.

COMMITTEE REPORT ACTION ITEMS

John Inch Morgan reported that these items are standing issues and if anyone has directions they want to push down to the User groups or to John, this is opportunity to discuss and identify directions. Mark Whetsel wanted to let everyone know that as of Tuesday of this week, they completed the secondary network into VECC and we now have internet service via CenturyLink and Comcast. Tuesday afternoon, they will turn up the VGP, which will allow a seamless failover should the CenturyLink connectivity fail. This will be tested once it's up. It has greatly increased VECC's redundancy. There was nothing left to discuss with regards to Fire, Medical, Law or Technical Services.

Consolidation of PSAP Policies and Procedures

John mentioned that we are making progress in looking at having a consistent and consolidated practices and protocols for both SLC911 and VECC.

FY 2018 VECC BUDGET

The tentative budget was sent out already. It has been discussed previously and has not changed. On pages 4 and 5, the call volumes for the last 3 years and member assessments were modified to include Draper Fire. Everyone else stayed pretty much the same. The budget as submitted is worst-case scenario. What just passed the House was the live vote going on Senate Bill 198, which does a few different things. It eliminates the radio fees that locals in the state are currently paying. As of July 1, 2017, the \$24.25 per radio fee will go away. It will be paid for by an assessment on each phone line of \$0.18, which is operation and maintenance. The locals pay in about \$4 million and the State pays in about \$3 million for a total of about \$7 million. The \$0.18 replaces this. The other thing added to the Bill, initially, was \$0.20 to pay for rebuilding the backbone, the replacement of equipment. At the House and Senate leadership, a week ago, they had a meeting and they wanted to add an additional \$.014 to fund a bond for around \$140 million to rebuild the backbone state-wide. They already allocated last year \$2.5 million to rebuild the 150 system. This is well under way and is close to completion. This concentrates on the 800 MHz system with the \$0.38 going forward. These are all tax increases on the phone bill itself. The other increase is \$0.04 which increased the 9-1-1 portion from \$0.61 per phone line to \$0.10, \$0.06 is being moved over from the CAD fund, and \$0.71 will be distributed to all the PSAP's, rather than the \$0.61. The other thing the Bill has is a redistribution of those funds. Rather than them being distributed on a subscription basis, or based on billing addresses, it will be distributed on a call basis. This was a recommendation that came from the Legislative Auditor in February 2016. John was asked to put together the distribution and about 8 PSAPs are harmed by this while the other remaining 23 will be winners as far as the redistribution. This will be more money coming into them to help operate the PSAPs. One of the compromises made about 2 weeks ago was putting in a hold harmless provision so that everyone will receive what they received in fiscal year 2017 the additional money coming in generates \$3.5 million. If they hold everyone harmless, from that \$3.5 million, about \$919,000 would be utilized to hold everyone harmless and the balance would be distributed based on call volume. In looking at the membership fees going forward, it is something that can be adjusted. John is keeping it the same for today, knowing that the vote was coming up. It should have come up 2 days ago but because of amendments that the Telecommunication industry wanted to put in, they wanted a clause in there that UCA would not overbill the system and then sell, lease or provide services to other entities. They want it to say it couldn't be overbilled and any excess capacity would have to be purchased from the private telecoms. This last amendment was they wanted to take away the existing MOUs that we initially had and that are still in place. In some discussions, Senator Harper asked John to sit down with him and negotiate things so that as these MOUs are retired, they have the opportunity to look and see which is the least cost method of providing service either through the public or private and this amendment just passed. This still has to go to the Senate for concurrency. The hold harmless provision will be for 2 years. They will

receive on a monthly basis what was distributed from the Tax Commission on that same month. During this period of time, Senator Harper has committed to look at the appropriate distribution method. When the FCC first started these fees, it was to assist call taking only. Also, the majority of calls were coming through over landlines. One reason the Senator wanted to do it by call volume is because 85% of calls coming in are made through cellular or VoIP. In these cases with small subscription rates because some of the counties don't have the population but they have the recreational pull. There were those that wanted to put a hold on the distribution at all until the study was completed but it will move ahead. There are 2 benefits that this bill will provide for each VECC agency which are the reduction of radio fees and also the increase of the additional \$0.10. John asks to move ahead with the budget and if it needs to be amended in the future then we can do that. Maybe a joint meeting between Operations and Trustees can be held to discuss the reduction or utilization of these funds. In the packet John has provided a Resolution for the Trustees to adopt the budget. If an amendment is desired now, that is a possibility as well. Chief McElreath asked when the radio fees go away. It will be July 1, 2017, the beginning of the new fiscal year, and the new fees will be collected at this time also.

Motion –

. . . by Chief Jeff Carr, to approve to move the budget to the Board of Trustees for approval; seconded by Chief Doug Diamond; the motion carried unanimously.

The other Resolution that John would like to pass on to the Board of Trustees is a Nice recording system replacement. John has suggested that rather than come up with a large amount of money, he would like to go with a municipal equipment lease. For equipment such as this, John feels that leasing is appropriate. This system is still owned by the provider itself and anything that fails is immediately replaced. Mark Whetsel commented that they went out and got a very reasonable lease and he believes it's the best way to replace the equipment without having to come up with a large sum of money. The lease also includes maintenance and support for the life of the lease.

Motion –

. . . by Chief Ron Morris, to recommend Resolution T17-02 to the Board of Trustees for approval; seconded by Chief Gil Rodriguez; the motion carried unanimously.

CAD/RMS/FBR/MPS PROJECT

Gigi Smith reported that this week is the CAD configuration workshop. They are going through and configuring the CAD and organizing how it will look. Next week will start the Police mobile and be held half days on Tuesday, Wednesday and Thursday. She also found out that the Fire and EMS MPS meetings do not need to be separated any longer and beginning next month they will be combined. Once she confirms dates she will send the information out to the representatives. On the Web RMS, it was scheduled for February but was postponed and hasn't been rescheduled yet, however, the homework is still due. Everything is moving along well. John said that for those who haven't accessed the website yet, the calendar is being updated and should be ready in the next few days that extend out several months. If anyone needs credentials to get logged in, send a note to either John, Gigi or Mark and they can assist. Chief Diamond mentioned that one item brought up at the RMS meeting was user names or logins. They are trying to get a system down for this. They talked about using a 2 or 3 letter identifier, identifying the agency at the beginning and then whatever user name that agency has can be tacked on to this.

Mark Whetsel mentioned that the Management team decided to move forward with Microsoft Azure. He finalized everything today and he has a first initial meeting to put the Administrators of this in on Monday and a workshop is scheduled with them on the 28th to begin the building of the virtual machines and make sure everything is there. Next Thursday, Mark has a meeting with representatives from Hexagon to discuss all the fail-overs and the actual physical design they put into production here.

EXECUTIVE DIRECTOR'S REPORT

John wanted to talk about SB0014. This passed several weeks ago and has been enrolled and is on the Governor's desk for approval. This Bill requires multi-line systems with a PBX to program it as such that you don't have to have a prefix suffix or any other digit to dial 9-1-1. You get direct access to 9-1-1 regardless of where you are. There is a 5-year implementation period and during that 5 years if you don't reprogram the phones, you are required to have a notice not more than 5 feet from the phone that gives instructions on how to call 9-1-1 along with address, building number and floor number right there. The second part is that as phone systems are upgraded or if they have the capability to be programmed right now, in addition to having the

address of the location on the CAD screens, it also identifies the floor, the room and building as well as the address and business name.

Jeff Monson explained that National Telecommunicator week is coming the second full week in April, and we will celebrate it April 10 – April 14th. Every year, we host a BBQ where we invite the Chiefs and individuals from all the agencies, and this will be held on Friday, April 14th. VECC appreciates everyone support and efforts. Jeff passed around a sign-up sheet for those who could provide items for the BBQ. He also asked for any items they might have from their cities to donate for the raffle for employees. Chief Evans asked the Chiefs to come out if they can for the BBQ and assist in cooking as well.

Chief McElreath gave his thanks to Lin and the Call Takers/Dispatchers for West Jordan. They are working on an agreement with Gold Cross. It is a work in progress but it is moving forward, especially with the help of these people.

NEW ITEMS FOR FUTURE MEETINGS

There was nothing else to discuss at this meeting.

The meeting adjourned at 11:12 a.m.