

**SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

**BOARD OF TRUSTEES MEETING**  
***February 15, 2017 Meeting Minutes***  
***VECC Board Room***  
***5360 Ridge Village Drive, West Valley City***

**MEMBERS PRESENT:** Mr. Gary Whatcott; South Jordan; Vice Chairman  
Mr. David Dobbins; Draper  
Mr. Blair Camp; Murray  
Mr. Mark Reid; Bluffdale  
Mr. Brad Christopherson; Taylorsville  
Ms. Gina Chamness; Holladay  
Ms. Jackie Nicholl; SLCO  
Mr. Doug Diamond; West Jordan  
Mr. Kyle Kershaw; South Salt Lake  
Mr. Steve Higgs; UFA  
Mr. Layne Morris; West Valley City  
Mr. Kane Loader; Midvale

**MEMBERS ABSENT:** Sheriff Jim Winder; UPD; Chairman  
Mr. Mike Shelton; Cottonwood Heights  
Mr. Brent Wood; Herriman  
Mr. John Guildner; Alta  
Mr. Ryan Carter; Riverton

**OTHERS PRESENT:** Mr. John Evans; West Valley City  
Mr. John Inch Morgan, VECC Executive Director  
Mr. Jeff Monson; VECC HR Manager  
Ms. Gigi Smith, VECC Police Manager  
Mr. Mark Whetsel; VECC TS Manager  
Ms. Chris Dunn; VECC Supervisor  
Ms. Leslie Devey; VECC Supervisor  
Ms. Andrea Partridge; VECC Administrative Services Manager

**APPROVAL OF MINUTES OF JANUARY 18, 2017 BOARD OF TRUSTEE MEETING**

**Motion –**

**. . . By Mr. Blair Camp; to approve the January 18, 2017 meeting minutes as written; seconded by Mr. Kyle Kershaw; the motion carried unanimously.**

**OPERATIONS BOARD REPORTS**

Gigi will report on the Operations Board meeting. Mark gave the TS Users update. Police Users was a very short meeting. She gave an update in regards to the Chiefs going to their Valley Chief meeting. They talked about how they would be handling and responding to Trax incidents within their cities. They are also working on identifying what they believe to be the best formula for the call signs. They will get back with all of us on those issues so that we have direction. Mental Disorder and Suicide caller policies were discussed in both Police and Fire Users. They came up with a protocol on how to handle if someone calls and just wants to be transferred to a suicide hotline or crisis worker without giving out personal information. In the past, the call taker would try and obtain personal information, and many times, send out a responder. If they do indicate they have hurt themselves or have a weapon, police and/or fire will be sent out, but if they just want to talk to someone, we will just transfer them over. Our attorney will be checked in with just to make sure there is no liability with doing so, but the Chiefs' have suggested that that would be the steps they would like dispatch to take. They also gave a CAD update, which John has already done, but the only thing further to talk about is that we are moving right along. The week before last, we had the MPS meeting with great attendance. Police

was the first day, Fire was the second and TS was the third day. The next workshop will happen the first part of March. This week is the data collection, the third workshop. They are putting information in the system and building it up so that we can start to pull up scenarios and units and run through the system to make sure everything is running properly. The Fire Users did have quite a long meeting. They talked about silent dispatching and brought out what has been and has not been working and where they will improve. Notification for the Battalion Chiefs was discussed and currently, the practice has been that dispatch would actually contact the BC and give them information. Now, they are pushing everything through the paging system so that they will get things automatically, making sure they don't miss anything. This will also allow the dispatchers to focus on their radios. It was asked if there was an Active Shooter policy, which there is. This came to light just shortly after, coincidentally enough, dispatch was notified that there was an active shooter training, and the day of that training, around the same time, they received active shooter information occurring at Hillcrest High School. The training turned into hands-on, and it was determined to not be a real active shooter and there were no casualties. The new Draper Fire Chief, Chief Smith, introduced his new BC Bart to the group. At the Board of Operations meeting last week, Chief Sandstrom introduced us to Chief Peterson, the new UFA Fire Chief. They were also notified that South Jordan Fire Station #63 is up and running now. On the hazard files, anything older than 5 years, or 2012, will not be put in the new system. Anything 2012 to current is still being pushed out to the agencies for their review and to verify if it's still updated information. John Inch Morgan also commented that they had Board elections and Chief Bryan Roberts is the new Chairman and Chief John Evans is the new Vice Chairman.

### **CAD/RMS/FBR/MPS PROJECT**

John Inch Morgan explained that he has been involved for the past several weeks in different 3-4 day workshops where the agencies have been coming in to VECC. There have been 4 different people from Hexagon coming in, and these workshops have not just been training sessions but actual hands on where people are putting in data, talking about conformity, and getting consistent call signs and those things so that as we look at a County-wide system, we aren't duplicating things. They are also looking to be sure that the nature codes are consistent from one department to another so that, again, there is the ability to take a call whenever it comes in and continue that call without transferring it, the ultimate goal. There has been good cooperation going forward. John met with the Sheriff at the legislature last week and the Sheriff said that his people are excited to have this implemented and he is all for it.

Mark Whetsel commented that everything is going really well on the technology side. The data bases between VECC and SLC are replicating back and forth. We do have quite a bit of data being entered by each of the agencies during these workshops in RMS, FBR and the mobile client side. They are working individually with each agency to provide at least some temporary connectivity to the server here at VECC so that as they are working in these CAD workshops they can go home and do their work from the comfort of their own offices. West Valley is completed. They have been working with Murray and South Jordan, SLCO and UPD is on the list as well as SLC. Everyone is making good progress. John wants to make sure that they weed out all the bad data in there as much as possible. Sometimes when copying data over, both good and bad come over, and as Mark said, it's a tedious process trying to get the right info in there and taking off hazards that are very old. This is not something that can be done with a copy and paste, but they have to go through it very carefully. From the User groups and the Operations Board, we decided to only keep hazards that 5 or less years old. Gary Whatcott asked if when the new CAD is operations, if the new Zetron system will need to be functional. John said the Zetron will continue to function and they will run 2 separate station alerting, Phoenix and Zetron. We will look, through this whole process, at the possibilities of adopting the same system or running two different ones. It would cost a lot of money to switch out the Zetron system. Mark commented that just prior to this meeting he had a conference call with Zetron, explaining the current situation that we are running the 26's out here and doing away with the Legacy Spillman and trying to begin the process of working with them to go from the old serial-based delivery into a new IP-based delivery system. He explained there are 70 fire stations in the county that are looking at the funding issue, trying to the old model 6 updated to the newest and greatest, and there are other issues with the IP-based delivery system. We don't have our own internal network to deliver the data to the stations. At some point a better solution will be needed. Gary wondered if they would be willing to give group pricing that might last for several years and allow everyone to purchase off of if everyone agreed to go there.

### **Schedule of Events**

The schedule for the CAD is available on the special website set up and John will send out the address and login for everyone, so that everyone can see what is happening. The consultant is updating this periodically, usually monthly, so that everyone can see what's going on. Gary asked if a presentation to elected officials can be scheduled once the new CAD is up and running. John will definitely do this. One thing discussed early on is putting together an ongoing educational program. John is also happy to come out to any of the Council Meetings to talk about 9-1-1 and where we are.

### **Budget Report**

With regards to the Budget, John is scheduling a Budget Committee meeting before the next Trustee meeting and then he will have a resolution to adopt the budget at the next meeting. One of the things done in going through this budget is switching our health insurance from Regence to Select Health. This saves quite a bit of money but it is still a 22% increase. Regence would have been a 29% increase, and saving \$15k saves everyone money. By doing this, John recognizes that there is a decrease in the EAP program, but for \$8k, which he can absorb into the budget, he can have unlimited EAP visits. There has been good work with good coverage. John still maintains the 3% COLA and pay for performance in the budget. It's important for everyone to review the member call volume. These numbers have been reported before, but John wanted everyone to have it. The call volume numbers utilizes a 3-year rolling average. In the Operations meeting, it was discussed to maybe revisit how call volumes are assessed. John will pull the committee together and maybe look at other alternatives. There are some Chiefs who have said that the process is long and arduous and they didn't want to do it again, but then others want to look at it and see if there is a better way. This year, the 3-year rolling average is still being used to identify the calls that everyone is going on. They are not just calls but a number of things that are stripped out so that they aren't looking at duplicate calls coming in and not being charged for those kinds of things. This list can be sent out to anyone interested. John will hold another Budget Committee meeting in the next week or so to go through in greater detail and then he will publish it. He would like to schedule it for adoption next month so that everyone has the information and a definitive number. Kyle Kershaw requested an updated revenue worksheet on the 9-1-1 funds, not only what is received from the State but what is collected from the pass through people.

### **Legislation**

John has not included a few things in the budget yet due to it not passing in legislation yet. He is working with Wayne Harper on a piece of legislation that does a number of things. It takes the UCA Board down to 9 members. That just changed yesterday in some negotiations that they were having. If it passes, the 9 members will be 3 from Utah League of Cities and Towns, 3 from the UAC and 3 appointed by the Governor. Then what they will do is put together an Operations Board, which has not been in the legislation, but there is a lot of concern from Police and Fire Chiefs, Sheriffs and others that they wouldn't have a vote. There was a lot of talk from Senator Van Tassell and the Governor that were saying they didn't want any users or vendors on the UCA Board. Part of this is a fall out from the financial and business plan that was going on with UCA over the past year with the embezzlement and now charges being filed against individuals who were there before. This would give a degree of separation, if they are appointed by the league, not being Police or Fire or a PSAP, but then having an Operational Board, much like we have, which is how it was modeled after. The other thing is that the current 9-1-1 fee is \$0.61. Senator Harper had put into his bill to raise this to \$0.65 and then put in another \$0.38 to rebuild the radio backbone. \$0.18 is what John calculates it takes to run the operation and maintenance. This would fund everything we are currently paying now on a per-radio basis. Whatever the monthly fee is on the radios, this fee would fund it. The State puts in about \$3 million and the locals put in about \$4.5 million. Some of the opposition is with the Telecoms, they don't want these fees on the phone bills, and John thinks everyone understands this. But, in looking at user fees and the FCC allows the fee to be end to end, from the time you take the call until the time you dispatch, this would put us in the 60% percentile, nation-wide, so it's not outright. John mentioned that there isn't a good business plan if they aren't planning for a replacement. He showed the Trustees a model of different scenarios of how Senator Harper wishes to redistribute the funds. In negotiating with a number of different people, rather than going from \$0.61 to \$0.65, the proposition was to take the \$0.06 that is in the CAD fund right now which is funding our CAD program, and switch this along with the \$0.04 increase over to the \$0.71. There have been 2 audits done by the Legislative Auditor and both look at distribution and inequitable distribution of those funds. To distribute funds not on subscriber rates in the various cities but based upon call volume is what the FCC authorized from the very beginning. This fee in Utah could only be used, up until 2 years ago, for call taking. This isn't the way some of

the PSAP's or even some Counties were operating. Some Counties were keeping some of that money and not putting it into the 9-1-1 system and then they would come ask for grants and things to make up the difference. There will be entities that will lose money if they go to a call-based system. In every option, VECC will come out ahead. Kyle Kershaw commented that the biggest problem has been collection from the Telecoms. John said he has had several meetings with different Telecoms. One of the requirements is that they do an internal audit and submit to the State Tax Commission. They are complaining about this and Senator Harper has told them that the problem is one month there are 3 million subscribers and the next month they'll report 1.5 million subscribers. He believes it's the third-party individuals doing the collecting, but the Telecoms need to be responsible for it. It also gives the State Tax Commission 1.5% of everything they collect to audit and make sure the numbers are correct. If you look at CenturyLink, they get about \$3 million per year to do these audits which come right off the top of these funds. The bill, as written, will take effect July 1, 2017. The 9-1-1 fee being talked about, which is sent directly to the PSAPs in most cases, up until 3 years ago, it was only supposed to be used for Call Taking. Legislation has changed to allow it to be used for dispatching as well. Gary Whatcott asked John if there are fiscal best practices which are adopted by a Board. John commented that he's never had enough money to not be fiscally conservative. He doesn't believe we do. Gary said it's been a long time since fiscal policy has been discussed here at VECC, which would help John with the guidelines he has to work with. Gary would like to come back in future meetings and talk about and adopt those officially. He feels the Board should be engaged somehow and that John is following a set of guidelines and rules that the Trustees have approved.

John hasn't been involved with the Emergency Medical Services amendments, such as the opiate overdose, because there is pretty good acceptance with this. It is basically authorizing public safety individuals to have opiate counter measures and to protect them from a potential suit if they are properly trained. There isn't a lot of opposition going forward. There is a crisis intervention phone number by Senator Thacker, developing a special direct number for suicide prevention. This is one that John feels might be difficult to get through. The other one he has been involved in is the multi-line regulation. He thinks there have been some objections coming from saying it will cost a lot of money. This is Carrie's law where if you have a multi-line PBX, people are able to dial 9-1-1 and get an outside line without going through any access code. The other part put into the bill is there requirement that as they update their systems within 5 years, they also have it reprogrammed to have the capability to not only give an ani/ali but also the building, floor and room number where the call is coming from. The biggest problem right now is the state technical services say it would cost them \$780k to upgrade this year and then \$380k for the next 3 years. It is a software upgrade for most systems installed within the last 10 years. Some of the Telecoms are saying that they want to average the 9-1-1 fees that are charged on every line to the lines that are available at any one point in time. This would greatly reduce revenue if this passes.

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

Kyle Kershaw had requested at the last meeting to get a press release or something on the VECC accreditation that they could read to their City Councils. John said they haven't done this yet. There was nothing else to discuss.

The meeting adjourned at 2:51 p.m.