

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

April 13, 2017 Meeting Minutes

VECC Board Room

5360 Ridge Village Drive, West Valley City

MEMBERS PRESENT:

Mr. Mark Reid; Bluffdale
Mr. Kyle Kershaw; South Salt Lake
Mr. John Guildner; Alta
Ms. Gina Chamness; Holladay
Mr. Kane Loader; Midvale
Mr. Mike Watson, UFA
Mr. Layne Morris; West Valley City
Mr. Blair Camp; Murray
Mr. Mike Shelton; Cottonwood Heights
Mr. Mark Palesh; West Jordan
Mr. Bryan Roberts; Draper

MEMBERS ABSENT:

Mr. Gary Whatcott; South Jordan; Chairman
Mr. Brad Christopherson; Taylorsville; Vice Chairman
Sheriff Jim Winder; UPD
Mr. Carlton Christensen; SLCO
Mr. Ryan Carter; Riverton
Mr. Brent Wood; Herriman

OTHERS PRESENT:

Mr. John Evans; West Valley City
Mr. John Inch Morgan, VECC Executive Director
Mr. Dave Sanderson; VECC Accounting
Mr. Jeff Monson; VECC HR Manager
Ms. Beth Todd; VECC Fire Manager
Mr. Mark Whetsel; VECC TS Manager
Ms. Andrea Partridge; VECC Administrative Services Manager

In the Chairman and Vice-Chairman's absence, Mr. Kane Loader chaired this meeting.

APPROVAL OF MINUTES OF MARCH 15, 2017 BOARD OF TRUSTEE MEETING

Motion –

. . . By Mr. Mark Palesh, to approve the minutes of the March 15, 2017 Board of Trustee Minutes as written; seconded by Mr. Mark Reid; the motion carried unanimously.

NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK APRIL 10-APRIL 15, 2017

John mentioned that this week was National Telecommunicators week, the week that is designated to honor those Call Takers and Dispatchers in the 9-1-1 system. We are honoring our employees this week and we have had a number of different events, including lunches and dinners, on the Trustees behalf. John invited everyone after this meeting to go out on the floor and shake hands with those floor employees and let them know who you are. Tomorrow there will be a BBQ scheduled at noon, 1700 and midnight, and John invited everyone to come and attend. It's a great way and great opportunity to meet those people on the other side of the radio. Chief Bryan Roberts mentioned that at the 12:00 BBQ, the Fire and Police Chiefs will be cooking for it and they always look forward to that each year. Also, on behalf of the Operations Board, he provided a letter to all the Communicators, thanking them for their service. This was also done by the Board of Trustees, they had a letter, and then John wrote a letter. These letters were placed in envelopes and given to each individual employee at VECC so that they could personally receive all those letters.

OPERATIONS BOARD REPORTS

Chief Bryan Roberts commented that their meeting was held just prior to this meeting. There were a number of items on their agenda that required recommendations and many of those were approved. There was a Police recommendation to notify the FBI in the event of robberies, which they decided was a good idea. They were already doing this, but they wanted to expedite that process. Sometimes that notification would happen after officers were on scene and then notifying the FBI. Now, they notify right away to get the ball rolling. On the Fire side there was discussion and an approval of the alerting options and opportunities for the Fire stations and the recommendation was to move that topic to Trustees for consideration. It has to do with the current desperate systems right now for notifying at the fire stations, which is causing operational issues. John Inch Morgan mentioned that in the valley, as we start moving towards the consolidated CAD system, there are 2 separate systems, Phoenix and Zetron. As the CAD is putting out an electronic code once we have a fire or medical situation, it has to be 2 different codes to communicate with these 2 different systems. The recommendation has come up that we investigate consolidating to the same system which accomplishes 2 different things. If one of the PSAP's goes down, we can continue dispatching to any Fire station throughout the valley. Also, with common borders there is the ability to dispatch closest unit across borders being on the same system. This is a portion of the CAD project that isn't funded. The station upgrading would be an additional cost which would be born both by VECC and the various agencies. Another recommendation that was approved was in requests received to VECC from callers seeking where a patient may have been transported. VECC was looking for direction on what to do in those circumstances. Currently they were not providing any information if someone were to call and ask where a patient might have been transported. This was discussed at the Users and Operations Board meeting. HIPPA came up and was discussed and John also did some research in this area and it does not apply in these circumstances. Essentially moving forward from here, when a third party calls and asks to know where a patient may have been transported, VECC will provide this information. However, there will be some restrictions on this. If it has to do with a victim of a crime that may have been assault or domestic violence, the Call Taker will be trained in these areas and they will not provide that information to the caller. This was approved by the Operations Board. Another matter which was approved was regarding the suspension of zulu dispatching. Chief Evans mentioned that they are going to go by the dispatch codes which will help the agencies. They will send the proper equipment and won't be going code as much, putting units and citizens in danger. With VECC being accredited now, they do a great job with just doing the codes. They will still do pre-announce but this will benefit the cities. Zulu is really an early announcement and sometimes units that may be over-stocked may go when it's more of a basic call. This gives more complete information and allows the proper people with the right equipment to arrive. This was started to shave time off responses, and it happened while they were accredited, but this is a better response. It will eliminate apparatus going to calls that don't need to be at that call. The last recommendation was to temporarily suspend silent dispatching, which was approved by the Operations Board. They approved the budget resolution which is on the agenda today, which John will talk about this further in the meeting. The fund balance is going to increase from about \$500k to \$1.4 million annually. This includes COLA increases to the employees, which passed unanimously with the Operations Board.

2017-2018 FISCAL YEAR VECC BUDGET

John mentioned that over the past few months he has distributed a budget and indicated that it may change. He wanted to give everyone an opportunity to see what their assessment would be. This would provide each agency the opportunity to put this into their city budgets with the caveat that any changes John sees forthcoming, especially in legislation, would likely reduce that assessment. What has happened since the last meeting is the passing of SB0198 and has been signed by the Governor. Accordingly, the budget has been revised. The budget John is proposing be adopted is what is in the packet and is designated as 4.0. He went from the initial budget where we were looking at having all the revenues be held to just about where we were in the past and then still absorbing a 21% increase in health care costs. We negotiated them down from 29%. There are 3 things with SB0198 which will affect our budget. The first is an increase in the 9-1-1 fees. These have been increased to \$0.71, which is significant. The second thing is it has changed the distributions, rescinding the authority for cities and counties to assess that fee and they made it a State tax. The distribution then, because it's not based on subscription, will be based upon call volume and in doing this, Salt Lake County as a whole become net winners. This was put into the budget. Initially, we were looking at a hold harmless budget which would collect the same amount of money that we anticipated collecting in FY2017. VECC will be a net winner by this bill by about \$1.15 million coming in from that source. There are also several net losers in it, to include Utah, Davis and Uintah County with Davis County losing nearly \$250k. To make it more palatable,

the bill was written so that they would have a 2 year hold harmless. This runs about \$919k that would be reduced from the total collection and kept everyone who would be a loser whole based on the monthly distribution in FY2017. Taking out that \$919k and distributing everything else based on call volume would give VECC the \$1.15 million into our budget. It also adds about \$900k to the fund balance. We have run a fund balance of about \$500k per year, which is not adequate when looking at it as cash flow over time. We receive the agency assessments in July and January. It is important to build this back up so that we have operating funds. It's also important because as we start looking at things like the Phoenix system or station alerting there will be expenses on both sides and we can look at different ways of funding it, through a savings like this. John would like to build this up over the next few years so that there is the capacity to do that without impacting the individual budgets. Dave Sanderson commented that because this revenue is new to us, by budgeting it into reserves, it won't be spent. June 30th and December 30th is a scary time at VECC because we get to the lowest cash flow. This new bill should assist in getting us back up there and then next year we can determine if the \$1.4 million in fund balance is enough. John said it's about 12% of operating budget, but since it's an enterprise fund, he would like to look at some of these things we need to do without a big impact on the cities. There is a point in time, once we look at station alerting, where if we don't migrate to the USDB, we will have to do some upgrades because the system will require it. Ms. Gina Chamness asked what VECC's share of the hold harmless cost was, or what would the increase be in 2 years. John commented it would be around \$180k. John has an appointment with the State Tax Commission next week to show them the calculations used in the legislative session on how that would work. Every penny that is collected on the current subscription rate generates about \$355k, so a \$.10 is another \$3.5 million and in SL County we handle, including SLC as well, the majority of calls. VECC's share is about 30% of the calls throughout the state, which is significant for us.

Another budget change is a 4% employee package added, which doesn't include the \$250k in additional health care costs. The 4% increase is based on a few things. John reviewed the CPI, first in December it was around 1.19%. What has happened from December through now, it is actually about 2.1%. John would like to provide a range increase of 2% for employees, and the he would like to use the other 2% for incentives, pay for performance and those types of things. Jeff Monson mentioned some of the incentive ideas that were discussed with the Budget Committee, and the importance of staying competitive with SLC and some of the other dispatch centers. With the added 4%, we are able to accomplish a number of those things to incentivize the employees and pay them competitively. John's last concern, going forward, is that the SLC Mayor has now passed an ordinance that makes \$15.00 the minimum wage in SLC. This is what they pay anyone coming in. If we are looking at temporary, seasonal workers being paid \$15.00 an hour, it will impact their dispatch center. 9 months ago, they took 6 of VECC's well-trained employees because they could receive as much as \$5.00 an hour more. VECC has been working on our beginning salary and compression for the last 2 years. During the 2008 – 2010 recession, as it begins to recover, we did not provide steps in someone's career, and with SLC being a union and then having another \$500k put into the system, someone who had been working 5 years here and 5 years there had very different pay grades. Since they hired in on a lateral basis, some of our employees were able to jump up by a significant amount. John feels it's important to have the cost of living and pay for performance, but we need to look prospectively as well that in the future, he doesn't want more employees taken after we have trained them. For now, this is the pace he would like to take. Mr. Kyle Kershaw stated that the only concern, which he feels is unsustainable, is 20% medical increases every year. His admonition would be to investigate other options. His City just received their renewal numbers and they have only had a 4% increase over 3 years because they had to do some things, such as high deductible plans and wellness things. John commented that for the past 2 years, we have been stressing and trying to educate our people on high deductible plans and health savings plans. So far we haven't gotten a lot of takers, which means we need to do further education. This doesn't preclude us from trying to move towards these other plans, but we need a critical amount of takers before it comes effective though. Kyle just admonished John to investigate other some of the other options. Jeff also reminded everyone that this year on Regence, we went from a large group to a small group which was a significant increase. Moving over to Select Health, we were put back into the large group. The Broker that VECC uses is Scott Turley.

John reported that the recommendation from the Board of Operations was to approve the budget as presented in 4.0. He displayed the assessments to each of the agencies. With the new monies coming in, he initially had that higher cost which he asked all to budget it to each city council, and he has done a reduction going in here. Most are going down and the ones going up are due to call volume, which is based upon a 3-year rolling average. One final thing discussed in the Budget Committee and for the Board to consider is that if revenue comes in higher than anticipated, this Board would look at the end of December and may be able to reduce the

second installment of assessments. Mark Reid asked if John used the number of calls dispatched for call allocation. John said that when a call came in, if there are multiple calls, those are stripped out. Depending on the type of call that comes in and how involved it is, it may or may not be stripped out. If a call comes directly into a station and a CAD call is not created, it's not counted as a call in that respect, but there will be a call record. Lin strips out a number of calls that may be duplicate or that shouldn't be counted. On the police side, it does include self-initiated calls for service like a traffic or pedestrian stop. John will keep tabs on everything and he plans to have a trimester budget meeting throughout the year.

Motion –

. . . By Mr. Mark Palesh, to enter into a Public Hearing to discuss the FY2017-2018 VECC Budget; seconded by Ms. Gina Chamness; the motion carried unanimously.

Kane Loader asked if there was anyone from the public who wished to address the Board on the budget. No one responded.

Motion –

. . . by Mr. Mark Palesh; to close the Public Hearing; seconded by Kyle Kershaw; the motion carried unanimously.

There was nothing further from the Board to discuss on the Budget.

John Inch Morgan reminded the Board that there were 2 Resolutions to be voted on, the Budget and the acquisition of the NICE Recording Equipment. Mark Whetsel explained that the Nice Equipment is the vendor that has been selected. VECC is required to maintain both telephonic and radio communications with the field. About 6 years ago, VECC received new equipment and mortal span for the servers and everything are generally 3 – 5 years. We are at 6 right now and we needed to come up with a solution now. Because of everything going on with the new CAD and consolidations, Mark wanted to make sure that like-like equipment was purchased. A year ago, UPD put in their formal request and this is the equipment they purchased and we are buying like equipment here. It is also the same equipment that SLC uses. All our equipment is old and we are paying increased support costs annually, roughly 12 – 17%. The resolution to be adopted today is a 5-year plan, monitored and managed by the vendor and includes the 5-year complete support for the equipment. Normally John will shy away from any leasing or municipal equipment leases, but because this lease is an all-inclusive, where if any equipment fails, it's an immediate replacement not on us but on the lender. This is included in the budget and is not an additional expense and John is asking for approval, just the authorization to enter into the municipal equipment lease as part of our budget which has been presented.

Motion –

. . . By Mr. Kyle Kershaw; to approve Resolution T17-01, to adopt the FY 2017-2018 Budget; seconded by Mike Shelton; the motion carried unanimously by roll call vote.

Motion –

. . . By Mr. Kyle Kershaw; to approve Resolution T17-02, for the acquisition of the NICE Recording Equipment; seconded by Mike Shelton; the motion carried unanimously by roll call vote.

EXECUTIVE DIRECTOR'S REPORT

John commented that the budget adjustments were made because of legislation that Senator Wayne Harper brought forward, SB0198. It was extremely hard-fought and there were many negotiations with the Telecoms and other PSAP's. Senator Harper has been a good advocate for public safety and for municipalities in general. John wanted to acknowledge him. Kane Loader recommended that the Board of Trustees recognize him in writing a letter of thanks. John will draft the letter to be signed by the Chairman and set off.

On the CAD update, John reminded everyone that there is a shared point site that includes all the documents and schedules. It's called the Salt Lake Valley Project Forum, SLCAD.info. If anyone needs credentials to log on, please let John or Andrea know and these can be sent out to you. It has all kinds of interesting things in there, along with an approved timeline. It also identifies all the milestones of where we've been and what is ahead. Coming to the site gives everyone the opportunity to take a look at those things have been accomplished and also those things to be accomplished. It's also a way to keep Hexagon and the Project

Manager accountable in identifying those things to be done. Overall, we are pretty much on schedule. One of the roadblocks hit has been the Bureau of Criminal Investigations holding up the credentialing of Hexagon. They want them to qualify as a Police Department rather than as a vendor. This is the only place in the US that a BCI is holding them to that standard.

There was nothing left to discuss at this meeting.

The meeting adjourned at 12:46 p.m.