

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
June 21, 2017 Meeting Minutes
VECC Board Room
5360 Ridge Village Drive, West Valley City

MEMBERS PRESENT:

Mr. Gary Whatcott; South Jordan; Chairman
Mr. Kyle Kershaw; South Salt Lake
Mr. John Guildner; Alta
Mr. Carlton Christensen; SLCO
Mr. Mark Reid; Bluffdale
Mr. Layne Morris; West Valley City
Mr. Blair Camp; Murray
Mr. Ryan Carter; Riverton
Mr. Kane Loader; Midvale
Mr. Brent Wood; Herriman
Mr. Bryan Roberts; Draper; Ops Chairmain
Mr. Mark Palesh; West Jordan
Mr. Dan Peterson; UFA
Mr. Mike Shelton; Cottonwood Heights
Mr. David Dobbins; Draper

MEMBERS ABSENT:

Mr. Brad Christopherson; Taylorsville; Vice Chairman
Mr. Kane Loader; Midvale
Sheriff Jim Winder; UPD
Ms. Gina Chamness; Holladay

OTHERS PRESENT:

Mr. John Inch Morgan, VECC Executive Director
Mr. Mark Whetsel; VECC TS Manager
Ms. Gigi Smith; VECC Police Manager
Ms. Beth Todd; VECC Fire Manager
Mr. Jeff Monson; VECC HR Manager
Ms. Andrea Partridge; VECC Admin. Services Manager

APPROVAL OF MINUTES OF MAY 17, 2017 BOARD OF TRUSTEE MEETING

Motion –

. . . By Mr. Brent Wood, to approve the minutes of the May 17, 2017 Board of Trustee Minutes as written; seconded by Mr. Blair Camp; the motion carried unanimously.

OPERATIONS BOARD REPORT

Chief Bryan Roberts reported that from the Police Users Group, Brett Heddlesten with SSL will be the new Chairman and Lt. Jeff Nigbur from UHP will be the new Vice Chairman, and this will go into effect September 2017. There was quite a bit of discussion on the protocols use with regards to medical transport and they discussed the different between protocol 33 and protocol 37. Ultimately, there was a motion by the Fire Chiefs to continue to use Protocol 33. This motion was seconded and passed unanimously. They talked about the budget and at John's direction, there is a Budget Committee on the Operations Board and they will start meeting each 4 months to discuss budget items. Chief Bryan Roberts, Chief John Evans, and Chief Jeff Carr are members of this Committee. John also mentioned that anyone from Trustees that wishes to be on the committee is more than welcome to participate. The Budget Meetings are also open meetings so anyone at any time can attend these. Chief Roberts also reported that John suggested putting together another committee that would look at the methodology that is used in determining agency assessments for the municipalities. Chief Roberts, Chief John Evans, Chief Carr and Chief McElreath will be on this committee and they will schedule

a meeting in the near future. John Inch provided a quarterly financial report, and target expenditures YTD were at 91% and they are actually 86%, running under about 5%, which is about a \$200K excess currently. This will be put back into the reserve account. There was a staff report provided which included comparisons from 2016 to current, from January to June, and last year, VECC lost 25 dispatchers. Year to date this year, they have only lost 14 which is quite a reduction in turnover. This could be attributed to compensation issues that have been adjusted. Jeff Monson will have more information further in this meeting. There are 77 of 81 current floor positions are filled. The last item, part of the round table discussion, was brought up by Beth Todd. There is initial planning for an active shooter exercise planned for the end of the year. In one of these planning meetings, it was discovered that in the different dispatch centers there are differences in how protocols are and how dispatching would work during a real event. VECC, along with other Centers, will be getting together and doing some training to create consistency on how these events will be handled. Chief Roberts wanted to mention in front of this group is with the CAD RMS transition happening. On behalf of the Chiefs, he wants to give a lot of kudos to Chief Doug Diamond. He is doing a lot of work from the City of West Jordan and the Chiefs all appreciate all the work he is doing, and he is doing an excellent job.

2017-2018 BOARD OF TRUSTEE MEETING CALENDAR

John Inch Morgan reported that this meeting calendar is put out in January and he requested that we review it every 6 months so that we can get a handle on what's happening in the various cities. If there are meeting dates the Board wishes to cancel because of the summer, or other events going on, John would like to have this available so that we are all on the same page. There are always plenty of things to do, but we can rearrange the schedules to meet everyone's needs. John asked if there were any specific months that the Board wanted to take off and if not, he requested that everyone review the calendar and come back next month with any common dates that might need to be postponed, rescheduled or cancelled. It will also be officially published on the State Website for the public as well.

EXECUTIVE DIRECTOR'S REPORT

Fire Station Alerting Systems

John Inch Morgan said that one of the things that have been discovered as they are working on the CAD RMS, Field-Based Reporting and Mobile Public Safety is that we are on 2 different station alerting systems right now. There is the US Digital Design that SLC and Sandy have implemented over the past few years, and the Zetron, which most of VECC is using, which either needs an upgrade or needs to be replaced. If we are moving along this common CAD platform, dealing with medical and other responses where we aren't transferring calls to other Centers, these calls could be directed to one of the two PSAP's without being at the right place at the right time for the right response. Each Center would have to implement 2 different station alerting systems to be able to send to each other's stations. The Operations Board determined that they would like to explore the US Digital option rather than doing an upgrade, and that we look at being on the same page for Station Alerting, as well as the CAD and RMS. John is taking a look at the US Digital Design and he has contacted them. He will be asking them to come in and do a presentation but in the mean time, he has asked all the fire stations is to give us plans for each stations, such as size, square footage, where is the bay, etc. Most everyone has completed that assignment up to this point. This will give them the opportunity to then price out either small or large stations, where they want the notification reader, speakers with flashing lights and things like that. John met with some Legislatures to see if there is special funding available to assist, and their response is that there should be excess funds going into each department with the radio fees and bump in the funding for 9-1-1. He is still working on the financing aspect of it, either way, there should be some money expended to either upgrade or purchase the new system. The Operations Board requested that John explore the cost and other aspects of going into a new system, which he is working on. Mr. Carlton Christensen asked if they did the massive upgrade on the current system, if there was an operational benefit to still looking at buying the new system. John said there would be pro's and con's for both sides. He is exploring the options and getting pricing to see what the differences would be. There will have to be connectivity to all the fire stations. Most fire stations already have fiber going to them, but we will have to do an assessment to determine if it is sufficient or not. There are benefits in doing this, in that we are all connected to the same network. Having the coordination and alerting on a timely basis makes a lot of sense. Right now, US Digital will broadcast to as many stations as we need and get everyone rolling, where the Zetron system as it stands, has a 30-second delay for each station being called out, since it's a sequential notification. Probably within the next month, John will bring out the sales team from US Digital, and he will send invites out to all. John is in the process of

collecting costs associated with the new equipment. He's preparing base costs for base equipment for each and every station and then will also include add-ons for those that want additional equipment.

GOVERNING BOARD PLANNING ISSUES

Financial Planning and Policy Adoption

John Inch Morgan mentioned that in previous discussions, the Board talked about reviewing Fiscal Policies and accordingly, John has rewritten them, which is included in the packets on the shared Dropbox. These updated policies bring us in line with GFLA and most of the city policies we have on how we handle income, expenditures and reporting. John asked that everyone review these and then at the next meeting he will provide a resolution for the board to consider and adopt the Fiscal Policies. This reflects what John has been doing since he's been here, but it's good to quantify this and have it as a common understanding amongst all the members. John has also included budgeting policies which he can separate out or leave as included. Mr. Gary Whatcott suggested he leave it in where he has it. John feels that it flows better and builds the entire fiscal policy.

Bylaw Review and Revision/Membership and Weighted Voting

These Bylaws were written in 2014 when John first came to VECC. He feels it's important to look at the representation based on, and it's a discussion needed and there are a number of different options that we could adopt and put into the Bylaws. It also is reflected of what we have in the Interlocal Agreement. The Interlocal states that each signatory to the Bylaws will have a vote on the Board of Trustees, but that vote is a weighted vote based on the contributions to the Center. SB198 changed some of the ways the contributions are dispersed. Historically, the State has authorized each municipality and County to assess \$0.61 per month per phone line, which was then directed to the Cities. Some cities have chosen to direct this to VECC directly so they don't handle it at all, and some have chosen it go through the City and then along to the PSAP that services that area. SB198 changed this and rescinded the authority for municipalities and Counties to assess that fee, and the fee was increased to \$0.71 and made it a state tax. The distribution isn't based on phone subscriptions but call volume. Every PSAP in the state is a subscriber of ECATS that tracks all of the calls that come in on 9-1-1. They have this amount for each PSAP and for the State itself and the proportional amount at each PSAP handles in 9-1-1 calls will be used as a factor to distribute the total amount of the fees collected each month on a month-to-month basis. The one exception to this is, obviously, if you do it not on subscription but on some other methodology, there might be winners and losers, which there are. About 8 PSAPs out of the 33 that are fairly big losers and Uintah County is probably the worst, losing \$100's of thousands of dollars in that case. The Legislatures determined what they would do is plan a three-year hold harmless where they would receive on a month-to-month basis the funds they received in FY2017 and then the balance, which is about \$3.5 million more than what was taken in before will be distributed on a proportional basis to all of the other PSAP's. Going through our budget year, John estimated that VECC would receive approximately \$1.5 million, he only budgeted \$1 million and we budgeted \$960K to go into the reserve account. VECC's contributions come in in two different ways, which is how the weighted balance is calculated. It comes in from those 9-1-1 fees from those entities that are contracted for Fire and Police services, and for those on self-providing, but in addition, the self-providers pay on a call basis three-year rolling average for the Police and Fire calls. Those self-providing have two funding sources that come to VECC and those on contract have the 9-1-1 fees. Since this is no longer a City fee, this is one of the reasons we need to modify the Bylaws or maybe even the Interlocal agreement depending on how things need to be billed. John would like to explore voting privileges of the members further. If the Interlocal were left the way it is, the voting rights would still be proportional but since there is nothing coming in, it would be incumbent upon, say UFA, to appropriate parts of their fees, paying for calls, who are paid by the individual cities, and allocate some of that percentage to each of the cities that now will not have a proportional amount of coming in directly from their city. The harsh option would be including everyone but some not having a vote. Another option is to just give everybody one vote. Because this new law will be in place in July, we need to respond and modify the voting privileges. Mr. Gary Whatcott asked a question on the Trustees Board, the Sheriff and Mr. Michael Jensen have been here before, and he wonders why the law enforcement heads and the Chief of UFA was at the Trustee level rather than the Operations level. He asked if this was something their Boards chose, which John said affirmative. Gary feels that the Trustee Board is not to have a bunch of engaged professionals, this is for the Operations Board. They would make recommendations to this Board, who should be elected or appointed by their electives to be at this place, which is a different makeup than what was happening. John commented that what has been provided in the Interlocal agreement is that each entity, signatory to the Interlocal agreement, can provide an endorsement to the Board of Trustees. There is no specification really as to who this endorsement should be. Ostensibly,

what you would have is a City Manager or depending on the form of government, a City Council appointing someone to sit on that Board. So there are Mayors, City Managers and City Attorneys are here, who have been appointed by each entity to represent their city on this Board. John attended both meetings where the designation for Mr. Michael Jensen and Sheriff Winder was made and the Board had the option to appoint a Board member to represent, just as the Cities do, and they each chose to appoint the Chief of each department to sit on this Board and the Undersheriff or Battalion Chief to sit on the Operations Board. It's up to the entity to determine who the best individual is to sit on this Board, and this is how those were selected. Gary mentioned that there is nothing mentioned in the Bylaws of the makeup of the Trustee group. John said there was nothing that is hard and fast that it shall be either an elected official or City Manager. Each entity is left to its own devices to identify who best represents them in this. In South Salt Lake, it used to be the City Attorney. At some point in time, because this Board is responsible for budgets, Kyle was appointed and has been a great asset coming to the Board and participating in all the Budget meetings and making recommendations to this Board once we have gone through those Budget meetings. This is an opportunity to look at a different way for the constitution of this Board, but more importantly, the voting rights, because this is the one thing that has and will change in July. Mr. Kyle Kershaw said there are a lot of moving parts and even though the 9-1-1 tax authority has been removed from the Cities, they are paying the member assessments, which constitutes a certain percentage of the budget. It's a very complicated question. John wanted to initiate the conversation at this point. For fiscal year 2016, the Bylaws state that the Director will calculate based on the fiscal year contributions for the previous year. John is attempting to do just this. He created a memo which is gave to Andrea so that if there is ever a weighted vote, taking out the 9-1-1 contributions, and it shows what the weighted vote would be if 9-1-1 contributions were not used. Utilizing the 9-1-1 contributions, John displayed new weighted votes, which are based on, for the contracting cities, the amount of money that comes in on the 9-1-1 fees themselves. Currently on voting, if a vote was close, we would do a roll-call vote and we would calculate the weight of each vote. Most of the votes we have had so far have been unanimous, which doesn't make sense to do a weighted vote. If there was a split vote, we would call for a roll-call vote and assign whatever the percentage is to each cities vote. The only designation of weight is for voting. A quorum, based on the Interlocal agreement, is every member will have a vote but the vote will be weighted. Without a quorum, you cannot open a meeting or vote. Gary asked if each community was on the signature line of the Interlocal agreement and they are. They were all contributing from the fees that they as a City Council and Mayor have assessed on their citizens. When this was first put into place, the Legislature didn't want to raise a tax but they would allow the cities to do this. It's like a sales tax that can be adopted or not above and beyond the state sales tax. Every community in the state chose to adopt the \$0.61 on every phone line, on every phone exchange, and on VOIP, which was essentially a state tax, but was just channeled through the Cities. They have signatories on the Interlocal agreement because they were agreeing that the tax that city had imposed on their citizens would be conveyed to the PSAP that dispatches and answers their 9-1-1 calls. Mr. Ryan Carter commented that currently we are at a state flux with respect to the Sheriff's office/UPD representation. While this is an interesting issue to shed the spotlight on, he wonders if we should have this entity represented. He wonders if we should really be advancing this discussion to its conclusion before we get someone in here. John says not its conclusion because it's important that they be part of this, having signed onto the agreement and while there are many rumors going around, John has not had any direct contact with anybody, and John has asked Jim Winder and Scott Carver specifically and they are still planning to be part of this organization. There is an interesting dilemma that needs to be discussed, which is the merging of the two budgets. This was postponed until the CAD fully implemented because it didn't make a lot of sense to run two separate systems, pay for maintenance and two different locations. But there are a lot of rumors out there that they aren't going to move in, but that doesn't mean they aren't going to be part of VECC and part of the overall organization. But if you look at the funding for UPD, they have \$2.4 million or 27% of the proportional, which doesn't include the 9-1-1, but includes all of their funding for a second building and those kinds of things. This is the discussion we have to make from a practical standpoint. John has had some of these discussions with their Fiscal Manager and with Jim/Scott, but it hasn't come to any conclusion at this point in time. The discussion is, is it in all of our best interest, including the Sheriffs' department, to pay for the facilities, maintenance and everything else in two different buildings where we have the capacity to bring everyone into one. This increases everyone's costs once we merge the budgets and this is the other reason this group chose not to merge the budgets until we had the CAD and until we had a physical move into this building. Chief Layne Morris commented that we are in flux and it makes sense to him to take a look at it and come up with a system that fairly represents everybody. Additionally, he thinks we should put something in here that instructs each entity that they need to have one person for the Board of Trustees and one person for the Board of

Operations. He knows this has been an issue in the past with someone sitting on both Boards, and this leads to some confusion as to who's speaking about what. Layne is in favor of looking at this further. Gary feels it would be great to have the Board members appoint representatives from both UFA and UPD on this Trustees Committee. He thinks it would be nice to have their perspective here at VECC. John Inch Morgan reported that the Bylaws require that he put together that weighted voting on the previous years' contributions. Everyone on the board has contributed based on the 9-1-1 fees and dispatch fees based on call volume through the previous fiscal year. John would say as he interprets this that everyone here has that weighted vote until July of next year. This gives us time to start working on the Bylaws and making a determination on how we are going to proportion our votes. Mr. Dan Petersen introduced himself, the new Fire Chief for UFA. He commented that he values the conversation about weights and votes and explained that he serves as the CEO, similar to a City Manager and he has an Operations Chief who manages and will understand the operational components and will represent the UFA and the Operations Board. John has required that the governing board of each city and each organization send him an endorsement of the individual they have selected annually, as well as a secondary individual. He has also recommended that we look at a Public Safety Communications District, a non-taxing District, and where we coordinate our policies and look at common training, how we interact with each other. It would not require an elected official to sit on the board unless we had that taxing authority. John mentioned another option for voting would be taking out 9-1-1 fees all together and looking at the dispatch fees. UFA and UPD could reallocate that to their cities and then you would still have the same dollar proportionate amount. John feels it important for all of the contracting cities is they are still responsible for the public safety response, whether it's contracted or hiring their own people, and he feels they should all be involved. Mr. Kyle Kershaw said that the UPD will either have zero voting percentage because their cumulative percentage has been allocated to their service cities or the end product will be that UPD will vote their percentage based on how their Board directs their representative vote and the cities will have zero voting authority. Mr. Brent Wood commented that there is the Operations side of it as well, and in the case of Taylorsville, they might have a vote here and might appoint their operators to be here on the Operations side. John clarified that the contract cities do not have a representative on the Operations Board. They are represented by UFA and UPD, the larger organization rather than by each city. This is really premium budgets that City Managers and elected officials have to go back and put into each budget. The budget is related to the strategic plan; what kinds of things need to be purchased as far as equipment replacement, station alerting and some of these things. This group is tasked to do these things based on the recommendations that are coming from the Operations Board. When looking at UFA and before Draper opened their Fire Department, Drapers contribution has always been there but UFA's total contributions for fire will go down by about \$76K and would now show as a contribution by Draper. John has made this change already. This is one option if they decide to bifurcate the voting power of UPD and UFA. Layne feels this is workable; to get their entities together and decide if they should vote for all or maybe break the vote up. John suspects for both UFA and UPD and then each individual council that they have elected officials who deal with this, but also, we need to make sure that the membership is that authoritative body that can go back and give information and bring information back to us. The memo John crafted is in the Dropbox. Gary asked about proxy voting. John explained that there is a primary and secondary appointed individual and that either would have voting rights. John asked everyone to send him your ideas or options and he will compile them, or if they have other models anyone has seen. He will put together some talking points with alternatives for everyone to pursue. John has put together, along with the 9-1-1 fees, what the contribution has been for the last fiscal year. He mentioned this will likely change because June isn't in the books yet, but it will only change slightly.

2017 FISCAL YEAR STAFFING REPORT

Jeff Monson reviewed last year with this year and explained that in 2016, there were 13 employees that left due to other jobs, with a good handful of those going to SLC. The other bigger reason for leaving is for personal reasons. Typically, people that leave due to family concerns, staff work and stress. They realize this is not a good job for them. 2016, we lost 25 full time employees and 5 part time employees. Our part timers are individuals who worked with us full time, then found another job, but wanted to stay with us part time. For the first part of last year, we hired 18 individuals. In 2017, we have lost 5 individuals due to other jobs, 7 individuals for personal reasons. This year, we have lost 14 full time individuals and 4 part time individuals. Instead of the 18 we hired last year, we only hired 13 this year, but we are also at 77 people. We have 4 of those in training. At times, we have been down to 68 trained individuals. Our authorized full time employees are 81 and 16 part time employees. With the unemployment rate down to 3% it's becoming more and more challenging to find employees. This last hire group, we offered 7 jobs and only 2 people accepted. We are

working on recruiting and with the adjustment in compensation and working through some concerns and things seem to be going quite well this year. Benefits are very competitive with other agencies. Our entry level people start at \$15.19 for the first three months of training and then they go to the \$15.51 after training. SLC pays around \$16 to start. John commented that when we lost employees to SLC, their city council authorized a \$500K compensation adjustment and allowed them to do lateral hires. Some of those we had that worked here for about 5 years or so, moved over to SLC with a union where they negotiate raises each year. Year to year comparisons, they got a fairly significant increase to move over. SLC took 7 employees in total but John believes this isn't going to continue to happen, however, we must watch this on an ongoing basis. The only thing the employees lost going over to SLC was seniority, but they did get the same raises they would have received if they had been part of the SLC union over that period of time.

Other issues by Board Members

John asked if anyone has issues that they have heard about or would like John to respond to at this meeting. Mr. Mark Reid mentioned that a few years ago Sandy moved to SLC. He asked what their exact issues were on why they decided to move and if the atmosphere has changed. John said he knows the issues and cannot disclose all of them but yes, things have changed. Mark asked if it was worth having a discussion with them to see if they are interested in returning to VECC. John said that one thing we have done with our User group and Ops group is expanded to SLC and Sandy and they are attending regularly right now. As we look at having this common CAD together, one thing we may propose is that we geographically start bringing people back into logical PSAP attachment areas. We have virtually everybody putting in a great deal of time in building workshops for the CAD and RMS and everyone is working very closely together. The Sandy officers would like to come back to VECC, however, nothing will happen until the CAD is under way, but then it opens up the opportunity to invite them back in if that's what we choose to do. There were a few reasons they left and it had nothing to do with Operations, but more to do with conflict and personalities.

There were no other issues to discuss at this meeting.

The meeting adjourned at 3:17 p.m.