

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING

March 8, 2018 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City

MEMBERS PRESENT: Chief Gil Rodriguez, Murray City
AC Steven Higgs, UFA
Chief Clint Petersen, West Jordan
Chief Ron Morris, South Salt Lake
DC Shane Hudson, UPD
Sgt. Pat Evans, Draper
DC Joe Tarver, Murray
DC Mark Ownsbey, WVC
Chief Jack Carruth, South Salt Lake

OTHERS PRESENT: Lt. Mike Obrey, PD Users
Andrew Haygood, TS Users
Sgt. Sam Winkler, South Jordan
Warren James, Contractor
Tulsan Schulzke, UFA
Michelle Tapia, WVC
Dave Sanderson, VECC Accounting
John I. Morgan, VECC Executive Director
Jeff Monson, HR Manager
Mark Whetsel, TS Manager
Gigi Smith, PD Manager
Leslie Devey, QA Supervisor
Missy Widdison, QA Supervisor
Jason Mettmann, Operations Supervisor
Ambir Widdison, Operations Assistant
Andrea Partridge, Admin. Manager

APPROVAL OF MINUTES

Motion –

. . . By Chief Ron Morris; to approve the minutes of the February 8, 2018 Board of Operations meeting; seconded by Chief Clint Peterson; the motion passed unanimously.

SERVICE AWARDS

Gigi Smith presented Valerie Kinzel with her 10 year service award and Missy Widdison with her 20 year service award.

USER COMMITTEE REPORTS

Law Enforcement Report

Lt. Mike Obrey reported that they had a short meeting. They discussed that when a SANE nurse shows up at the ER, they will request a case number to log their evidence, and it's sometimes requested before the officer is dispatched. It was determined that a case number would not be assigned until an officer is assigned and gets there to make contact. Also, they need to make sure that the Sergeants and OIC's are notified that the SANE nurse is waiting to have that collected so that the call doesn't hold. Recently, SSL instituted the 10-200 protocol with an abduction and it was a successful use of it, however, they found in doing so that they need to practice it. They decided to do some training and practice it in a drill. The ramp signs were discussed and the engineer company and UDOT came in and did some training, explaining the formula and they are all over the spaghetti bowl now. It is a great program for people to tell when they call in for an emergency what the sign says as it helps the responders to be able to figure out how to get there easiest. VECC has a list of fax numbers for each agency and if an officer requests a criminal history be faxed to them, it can only be sent to that fax number on file. If the fax number requested is not on the list, VECC will not fax it due to protection of the records and making sure they go to the right people. They discussed a caller who was on the scene of a shooting, doing CPR and when officer arrived, they didn't know if the caller was the shooter or if he was a threat. The officer gave the caller orders and there was conflict as to whether he should continue with CPR or follow the officers' orders. The call takers have been instructed to tell the caller to please follow the directions of the officers as

they arrive, even if that means stopping CPR until they sort everything out. On a child is missing, Gigi explained that it's basically a reverse notification system and there was word on the street that they had gone out of business. What actually happened is they lost their federal funding, so now they are asking if anyone uses that resource that they pay for it. They charge per year, unlimited calls for that year and the price is based upon the number of officers for that agency. Lt. Hoyal brought it to the roundtable discussion and for UPD, with as many officers as they have; it was around \$400 to use for the year. This is something available that is really quick; it can work in conjunction to the reverse notification we already have here within our system. Gigi has contact information and business cards if anyone is interested.

Technical Services Report

Andrew Haygood reported that they didn't cover much at their meeting. They are still working on the backup site for SLC, which means that the mobile public safety program is down. They did decide to go with the Geomax for the direct connect out to SLC instead of using the radio microwave. As networking hardware advances, they can increase that connection, but there should be more than enough for right now.

UNIFORM PRESENTATION

Gigi explained that over the past few months, a uniform committee has been put together. Right now, VECC does not wear uniforms and has a pretty casual dress code. When we do send employees to an awards banquet or a training we do ask them to go in business dress/business casual. There is a mixed response with those that like versus those that don't like uniforms. The committee has put together some options they wanted to run by the Board members to get feedback, but also because there will be budgetary costs to do this if it is determined to get uniforms. Jason Mettmann prepared a PowerPoint presentation and explained that they are presenting to this group to get Boards approval because VECC represents each agency every day. In April 2016, a committee was created from both UPD and VECC, to come together and try to agree on a policy; UPD wears uniforms each day and VECC doesn't. A survey was sent out to each employee at both centers; 132 people responded and the committee received opinions all across the board regarding uniforms. A few months back, the committee met again and came up with a proposal. Goals were to improve esprit de corps, unity, provide an outwardly recognizable brand, to promote easily understandable guidelines, increase the level of outward professionalism and guidance to maximize professional fit and comfort. A new logo was designed. VECC would like to come up with a Class A uniform with specific emblems on it, but it would not be for everyone. It would be for leadership, supervisors, administrators and some instructors. It would run about \$175 per employee which the committee feels is pretty economical compared to other industry uniforms. They also came up with a Class B uniform, a bit more casual, with a polo shirt with an embroidered emblem on the left and a name and position and 5-year service stars. The Class B would be worn most every day at work, and a Class C option would include a logo top along with jeans or shorts, or an industry t-shirt such as an agency shirt. Class D uniforms would be a dress-down day which would be more casual. Jason mentioned Skaggs and their star card concept. They are a bit more expensive than other vendors, but they felt they would be the easiest to use. Overall, the cost would be around \$94k to do this in the first year. It would be taken to the Board of Trustees if this Board approves the recommendation. The idea behind the uniforms is that VECC wants the public to know that they represent each agency, they want to find something cost effective and that the dispatchers are in favor of it. Gigi commented that everything would be put together and submitted and then followed up on. She is very interested in any feedback from the agencies. A few of the agencies use the Star card with Skaggs and they really like it. It limits what the employees can select from and purchase and the charges are invoiced to VECC without tax so that the employee isn't paying tax on items.

SITUATION ANALYST DEMONSTRATION

Tulson Schulzke is the Strategic Data Manager for UFA. He met with John Inch Morgan a few weeks ago at the EOC to discuss and demo this software; it's something UFA is currently using. It's an application called Situation Analyst, put out by the Interra Group. It is still in the developmental stages; he has been working with Mark and Spillman to get things like the CAD feed on the map live and going. This is an interface where they bring multiple feeds into one place. They will also have a live connection to their RMS data, which will play into data analytics and metrics. The program is used across the country for various types of incidents. Chief Petersen envisions this as a tool that will be used that UFA wants to share with other agencies in the county, certainly with Fire but also to extend it to law enforcement. They want situational awareness to be as comprehensive as possible and they would like to make it a collaborative tool with other agencies. Tulson displayed some of the options and tools used in the program. The AVL will be in place, it is not yet, but they will be able to see real time where the units are in the valley and what they are dispatched on. They also have the capability with editing tools to add layers to the map, such as drawing buffers for evaluation purposes, or if they want fire perimeters and things of that nature. This is also shared out in the field. With the editing tools, if they added layers and perimeters or doing damage assessment, it would go to list form which could be exported and shared in whichever format. After the grant, it was asked what the cost of the program would be. The grant

covered all of the upfront costs for UFA and he believes it's around \$60k for ongoing costs. He didn't have the exact numbers. Chief Higgs said it wasn't much when looking at it valley-wide and it could be proportioned out to be able to use the tool and have access to all the data.

BUDGET DISCUSSION

Mid-Year Budget Discussion & Resolution T18-04

Dave Sanderson commented that with the CAD Software, it is a 2 plus year project and so the cost was estimated going forward and Dave will just need to make a minor adjustment once it gets here. It's being paid for with restricted money donations received. Dave requested a motion to approve Resolution T18-04.

Motion –

. . . By Mr. Warren James; to approve the resolution of the budget adjustment for the CAD system; the motion was seconded by Chief Jack Carruth; the motion carried unanimously.

2018-2019 Fiscal Year Budget Proposal & Resolution T18-05

Dave mentioned that there have been a few budget versions and we are currently using version 1.3. With the increase in 9-1-1 fees, it's been a fairly easy budget year. The cost per call for Fire and Police is staying exactly the same. The only thing that would change is if call volume went up or down. The increase in 9-1-1 fees, John has been able to fund a few more items that haven't typically been funded in the past, like tuition reimbursement. With the potential for UPD coming over, they have a reimbursement program, so John will be able to put this in. Uniforms were added to the current budget at \$88k. The training budget was also increased and money for a raise and compression issues.

Last year there were 3 new leases; a CAD lease, which is restricted money, a lease for the NICE recording system and software for Mark. These leases are incorporated in this year. John and Jeff wanted to implement a sick leave buy-back program where at the end of the year, as an incentive to not use sick leave during the year, they are paid out for some of the sick leave; it is fairly common in other entities.

The only thing that isn't budgeted today is the Alert System, which will be discussed further in this meeting, for the fire stations. Dave wasn't certain if John went out to research municipal equipment leases, but in prior meetings, John discussed having a municipal equipment lease and VECC going in 50% for the cost of it. This would have to come out of reserves and so it's not technically in the budget. It could be funded out of reserves; our reserves are projected to be \$1.5 million. Financially, VECC needs about \$750k in cash flow for cash flow reasons. The lease would take up some of this money if it's approved. Jeff Monson commented that on the Station Alerting, there is a power point in the drop box that John has put in there, which goes over the different options. Dave is looking for a motion to adopt the resolution sending the budget to the Board of Trustees for approval and adoption.

Chief Jack Carruth asked what the current staffing level of VECC was. Jeff said VECC is at 81 authorized positions and we are currently at 81. 5 of these are in training which leaves 76 that are fully trained and on the floor. We do lose a few employees each month so we try to stay right around the 81 employees. We are currently in about the best staffing we have been in for a few years. Chief Carruth questioned the dollar amount on uniforms compared to the 81 employees. Jeff said that didn't include part time or Admin and TS employees. Total full time and part time employees is about 125. Dave asked if there were any questions on anything and Chief Rodriguez asked for a motion for the resolution. Dave commented that this was the final budget, the final step to take it to the Board of Trustees for a final approval. Chief Ron Morris asked what the percentage of the pay increase was. Jeff commented that the COLA was about 2% or 2.5% and then a 2% performance increase possible, as an average. Compression was at 2% as well, which will be spread out. Jeff has gone through the UPD salaries as well to determine who will need to be moved up and those that are in line with VECC salaries. UPD gives a step increase at 2.75% and a COLA, so the amounts that John has proposed will keep us fairly in line with what UPD will be doing. The merger will likely happen closer to the first of the year.

Motion –

. . . By Chief Jack Carruth; to approve sending the Resolution T18-05 to the Board of Trustees for approval; the motion was seconded by Chief Ron Morris; the motion carried unanimously.

Chief Higgs commented that he would have felt a lot better about taking action on it had he been given more detail at this meeting and more explanation in this meeting. Chief Rodriguez also commented that it might have been their due diligence to read through it when it was sent out.

TECHNOLOGY AND FACILITY PLANNING**Facility Plan and Future Budgeting**

Mark Whetsel commented that there have been a lot of changes to the facility. Two and a half years ago, Mark discussed with the Boards backing up and putting in a second UPS in that would better fortify the power supplies from here and at that time knew that in about three years, the old UPS system would need to be replaced. It is now time to do this and it has been built into the existing budget and we will be moving forward with getting this accomplished for the facility. In the future for the facility, the parking lot will be done, the rubberized roof membrane was a 30 year and we are pushing 20 years, so in the future we will need to look at doing some infrastructure work. On the technology side of the house, we are doing pretty well. One thing coming up is the First Net LTE and working in conjunction with AT&T.

NEW BUSINESS INTRODUCTION OF TOPIC FOR FUTURE MEETINGS

Jeff mentioned that John wanted to be sure we were addressing the concerns and issues of the agencies. If there are any things in future meetings anyone wanted to discuss, Jeff requested they email John so that they can be put on the agenda.

There was nothing else to discuss at this meeting.

The meeting adjourned at 11:30 a.m.