

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING

April 12, 2018 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City

MEMBERS PRESENT: Chief John Evans, West Valley City
AC Steven Higgs, UFA
Chief Clint Petersen, West Jordan
Chief Ron Morris, South Salt Lake
Chief Clint Smith, Draper
DC Chris D, South Jordan
Chief Colleen Jacobs, West Valley City
Chief Jason Knight, South Jordan
Chief Shane Hudson, UPD
Chief Craig Burnett, Murray
Chief Richard Davis, West Jordan
Chief Kyle Shepherd, West Jordan

OTHERS PRESENT: Lt. Mike Obrey, PD Users
Jonathan Bridges, SLC
Terry Addison, South Salt Lake
Dave Shopay, West Valley City
Chad Carpenter, Draper
Pat Evans, Draper
John I. Morgan, VECC Executive Director
Jeff Monson, HR Manager
Mark Whetsel, TS Manager
Gigi Smith, PD Manager
Beth Todd, Fire Manager
Leslie Devey, QA Supervisor
Missy Widdison, QA Supervisor
Ambir Widdison, Operations Assistant

APPROVAL OF MINUTES

Motion –

. . . By Chief Ron Morris; to approve the minutes of the March 8, 2018 Board of Operations meeting; seconded by Chief Shane Hudson; the motion passed unanimously.

SERVICE AWARDS

Gigi Smith didn't have any service awards for this month, however, she wanted to let everyone know that tomorrow, Tad Vawdrey will be retiring from VECC with 30 years of service. For anyone that knows him, they are invited to a luncheon and celebration tomorrow beginning at 1300.

USER COMMITTEE REPORTS

Technical Services Committee Report

Jonathan Bridges reported that the majority of their discussion was on the Hexagon project. The VECC and SLC team are starting to do testing with the different systems with the CAD and the mobile specifically. They will provide updates as they go through this process. Also, the IT teams need to be working with the SLC security team now to get their connectivity to the SL services, now that they are up and functional. Mark Whetsel explained what the Geomax was. The limitation on bandwidth on the old microwave link was insufficient and they knew moving forward they were going to run into issues. They have negotiated with CenturyLink for a 1 gig point-to-point redundant connection between SLC and VECC. Equipment is in and they will be scheduling a kick off meeting later next week to get this rolling and migrate off the microwave to that faster higher speed bandwidth. The other updated piece of the Hexagon project is an updated timeline that we should be getting next week sometime and we will be able to continue with the project. John indicated they should receive the timeline tomorrow. There was an issue with Spillman that was discussed and it turns out that issue was resolved by removing a server and is no longer a problem. The wireless AVL was discussed; West Jordan was having an issue with some of their vehicles with feedback and their radio systems. They thought it

was a grounding issue, but it seems to be more of a systems problem and they are continuing to work through this; they will update everyone with updates.

Law Enforcement Committee Report

Lt. Mike Obrey said they discussed the state Shake Out drill taking place on Thursday, March 19th. The County and UDOT will have their own drill on May 10th. This week is National Telecommunications Week and they wanted to thank the dispatchers who serve and work with them every day. There will be a BBQ after this meeting and then tomorrow at 1700 and at midnight. He encouraged everyone to invite their officers and firefighters to come out and attend. Lockdown drills are coming up and the dates will be April 24th, 26th and 28th. Those will take place at 1100, 1600 and 0100 on those dates. He asked everyone to let Gigi, Trish or Martin know if they have any feedback on the drills. They will happen quarterly. They discussed warrant information, officers asking for warrants over the air and the fact that sometimes it can be a long, drawn-out transmission as the dispatcher is giving it. Ultimately, it could take 2 minutes of airtime. It's been asked that the dispatchers paraphrase the information back. Also, sometimes the officer just wants to hear the biggest warrant to know if they can get them into the jail because of the restrictions, but sometimes the biggest warrants don't reflect the most important information. They talked about how to paraphrase the information and get the right information to the officers. They planned to have Craig Mecham from UFA come and talk to them. He is doing an Emergency Management presentation and he was rescheduled to attend the PD Users meeting in May. The Safe Utah App will be doing a presentation on May 30th here at VECC at 1330 and everyone is invited. VECC had asked for any pre-notification about any awards ceremonies that the agencies are conducting, especially if they are recognizing officers for a great job on a specific incident; they would like to include their dispatchers and be a part of those ceremonies. Each department has been asked to host a specialty training where a representative from their agency comes in and discuss various topics so that each of the dispatchers and call takers can have a better understanding of some of those things. West Valley has done a K9 presentation and South Jordan is doing a case study on frequent callers and Murray will be doing a code enforcement presentation. If there is anyone in each department they would like to highlight and come speak, please get a hold of Gigi Smith. They talked about sit-alongs and would like to see Patrol Sergeants do sit-alongs with the dispatchers to help foster a better working relationship and a better understanding of both jobs. Finally, at the EPD meetings, each agency is looking for an officer to assist with this meeting on April 16th between 900 and 1300; they have asked for their best patrol officers. John Inch commented that one thing they have been working on is the best protocol and best interrogation for the call taker on certain incidents. We don't want to have irrelevant questions which sometimes pop up and we are trying to make EPD more meaningful as we transmit information to officers in the field. In looking at the protocol we are using and the interrogation questions that come up, we are looking for what the officers really need as far as information, and trying to condense this as much as possible. Supplemental information, once we have people rolling, is probably appropriate, but we need field individuals to look at this from our Priority Dispatch perspective. In SLC, they are looking at other options as well; they will put out an RFI to see what is out there for a police protocol. John believes this is something we should pay attention to, especially as we are coming to a common CAD; we want to be on the same page as much as possible.

Fire and Emergency Medical Committee Report

D.C. Terry Addison reported that they discussed US Digital, the Fire Alerting system. John has sent out quotes to everyone and he is expecting purchase orders back by the end of April. John said that while the Trustees have voted on putting out a Municipal Equipment Lease to purchase the equipment, he's like each city to put out a purchase order which provides a warranty to the city, but also if there is additional equipment that they deem is appropriate, it can be put into the purchase order. VECC will reimburse for the \$36,000 once the purchase order is entered and an invoice has been sent. Terry said they also discussed the priorities for West Valley and Bluffdale to have US Digital installed first, hopefully by July 1st and Warren has assured them that the interface was purchased so that Zetron will be able to dispatch those stations that are on US Digital until everyone is switched over. Warren said that they purchased the interface on the US Digital side and the interface on the Spillman side still needs to be written, so getting a purchase order from VECC to get the software and API right away is very important. The hang-up will be on the Spillman side, so the sooner we can get them working on it, the better. John said he would expedite this. The interface is already written for the Hexagon once we go live in September or October. Terry reported that the Fire Users group is putting an Ad Hoc group together to discuss channel reconfiguration due to the automated voice dispatch once it becomes available. So far Terry Addison, Mark Ownsbey, Lee Ascarte and Ray with SJ have volunteered to be on the committee, and he is looking for more volunteers as well. SLC will not be participating in the AVL and will stay with stacking. SLC will need to advise VECC of how many units they will send into VECC's area and back and forth. Right now, the current policy is to send 2 and then notify the BC if more than that is needed. They also discussed additional alarms, on fire assignments years ago, the change was made to just repeat the first alarm for any additional alarms requested and prior to that, any additional alarms were 2 engines, 1 truck and BC. Right now, the city sends 2

engines a truck and a BC for each additional alarm. The question was do they want to continue this or change it. For right now, they will leave it the same until they go through the reconfiguration meeting, unless the Chiefs have any additional requests for this. Lockdown drills on the fire side will happen at 1100 or there soon-after. They also discussed updated dispatch training; the question is whether agencies are still using the escape acronym for mayday. Chief Escarte told them that UFA is using the lunar, which is different than the alliance policy, which is something that should be discussed. They will still use the warble tone for the mayday protocol and if there is a safety message, it will be a long tone. Beth and John will be scheduling their annual meetings with each department and will be in touch soon. They discussed National Telecommunications week; the BBQ will be tomorrow. Also, if any agencies have fire or police retirements or promotions, VECC would like to be involved and get some face time with everyone. On the roundtable, everyone saw the email from Chief Higgs regarding the ambulance change again. They also discussed communications up Little Cottonwood Canyon; there was a question regarding a response to a follow up. For some reason UPD would not patch the channel, and they didn't know if it was confusion between LCC and BCC due to some work being done on Scott's peak. The request was that Fire 2 be patched to TAC 1 and TAC 1 was being used for another incident, and rather than asking if they wanted to use TAC 2, they declined the request.

TECHNOLOGY & FACILITY PLANNING

Facility Plan & Future Budgeting

Mark Whetsel commented in Trustee's meeting, they basically went over the same items, but to give this group a heads up on where we are with the building, it's nearly 20 years old and things are starting to get old. He has tried to maintain the building and has made some pretty good infrastructure changes in the building. About 3 and half years ago, a backup UPS system was put up and at that time, part of it was in about 3 to 5 years we would have to redo the old one and bring it up so that we could work those more efficiently. The Board of Trustees gave authorization to get this taken care of; we are working on this. In the next 3 to 5 years, things we are looking at trying to improve in the facility will be resealing the parking lot. The 30 year membrane roof is still in pretty good shape, but over the next few years, we'll need to look at those types of changes as well as the generator. At last count, we had about 575 hours in 20 years, but at some point, we'll be looking at overhauling it. Technology-wise, we are working diligently to improve this, The year before last, we brought in a second internet connection so that we weren't reliant on Century Link alone for connectivity with the changes in the CAD and everything else. We felt that part of continuing operations planning would include having a backup to almost everything. Next year, all of the old Cisco equipment will be replaced with newer based upon the Evergreen lease we did 3 years ago to get the backup items in. He is working with UCA to upgrade the 6 year old 9-1-1 system that's in and hopefully in the next few months, we'll get better direction on when we can get this scheduled and ordered. John commented that while we are talking about improvements to the VECC building over the next 5 years, all of these things are now in the existing budget so we're not looking at add packages where we're asking for new money. By having a five-year strategic plan on our facilities that include the technology, it's something built into the existing budget and he doesn't see any increases to assessments based on those things. John wanted to make everyone aware that these expenses do occur and VECC has our 5-year plan to take care of them ahead of time. He doesn't see that there will be any impact on assessments; in fact, he hopes he can reduce assessments once we start getting station alerting and those things paid for.

EXECUTIVE DIRECTOR'S REPORT

John put a news article in the drop box, but he wanted to talk about some of the cyber attacks that are happening not only to municipalities but also to some 9-1-1 systems around the country. It's something that we are taking a serious look at and how we prevent these types of things. We are looking at things like the denial of service. We have experienced this a little bit where you have some routine that some hacker is put into a system that automatically inundates a 9-1-1 center with calls; nuisance calls coming in, but it blocks true 9-1-1 callers coming in. John is working with our phone vendors to try and work around this, but we are cognizant of the fact that these things are happening. About 3 weeks ago, Baltimore city was hit with a hacker that had pretty much shut down their system. It didn't affect their 9-1-1 system, but it did affect other city functions and they were trying to hold them hostage for bit coin. Both VECC and SLC, in sharing communication, have pretty good firewall set up, dealing with our new vendor, Hexagon, to make sure with email and connectivity's we are giving to them that they have security internally as well. John just wanted to make everyone aware of this.

On the UCA 9-1-1 Strategic Plan, they have given a new draft to their Operations Board, which was set up by SB198. John put the draft in the Drop box, and it should be addressed by the Board on April 18th. The UCA Board has a division that specifically looks at 9-1-1 and they have the primary responsibility to take the \$0.09 assessed on every line and historically it's been used to buy phone systems. There has always been a portion, if you are a County of the first class, that you would pay 30% of the phone system; this would be the Viper system that we have right now, which is coming up again for renewal. We have put in 2 grant applications on behalf of the Wasatch Front multi-node. In looking at the \$0.09, \$0.01 goes to the state mapping, and \$0.08 is

available for grants to buy this equipment and pay for maintenance. That generates about \$300,000 per penny; a little under \$3 million per year to supplement in grants and other things. With this new system and given some of the expenses that the new UCA is looking at, the \$3 million is reduced to about \$1.7 million per year to hand out in grants among the 31 PSAP's in the state. Also, because we have dispatch centers different from the PSAP's, dispatch centers are not eligible to receive these funds when you look at the strategic plan and the law. This is why we have entered into Interlocal Agreements with some of our dispatch centers to deal with this. This is an issue that as we start moving forward with the UCA that we need to deal with. The purpose of the \$0.08 available is to supplement and continue to pay for these kinds of things. The allocation of these funds will become an issue and in other words, what they are looking at is pushing a greater burden on the PSAP's to pay for these phone systems looking at some of these funds. Even though we are looking at \$3 million per year, looking at the 31 PSAP's and spread out those costs over a 5-7 year period; there should be sufficient funds to continue to help offset the costs for these phone systems. We are fortunate in the fact that we have in Salt Lake County 2 UCA Board Members sitting on that new committee; Gary Whatcott and John Park. John feels that we need to understand what's in the strategic plan because there is an impact to us as a PSAP and that we respond appropriately.

There was nothing else to report at this meeting.

The meeting adjourned at 11:06 a.m.