

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
January 17, 2018 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. Mark Reid; Bluffdale
Mr. Dale Cox; Murray
Mr. Brent Wood; Herriman
Mr. Scott Harrington; Taylorsville
Mr. Mike Shelton; Cottonwood Heights
Mr. John Guildner; Alta
Mr. Kane Loader; Midvale
Mr. Ryan Carter; Riverton
Mr. Layne Morris; West Valley City
Sheriff Rosie Rivera; UPD
Mr. David Brickey; West Jordan

MEMBERS ABSENT:

Mr. Dan Peterson; UFA
Mr. David Dobbins; Draper
Mr. Carlton Christensen; SLCO
Ms. Gina Chamness; Holladay

OTHERS PRESENT:

Mr. John Inch Morgan, VECC Executive Director
Mr. Jess Anderson; UHP
Mr. Ian Robbins; Auditor
Mr. Dave Sanderson; VECC Financial
Mr. Mark Whetsel; VECC TS Manager
Ms. Gigi Smith; VECC Operations Manager
Ms. Beth Todd; VECC Operations Manager
Ms. Ambir Widdison; VECC Operations Assist.
Ms. Leslie Devey; VECC Operations Supervisor
Ms. Andrea Partridge; VECC Admin. Services Manager

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

Motion –

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

OPERATIONS BOARD MEETING REPORT

Gigi Smith is reporting on the Operations Board this month. For Police Users, they reported on both December and January. In December, Lt. Buchanan with West Valley came in and spoke with the users in regards to call signs. It was decided to table it until VECC goes live with Hexagon and then they will reexamine it. They asked each agency to share what their formula is when they assign call numbers to their officers so that everyone has an idea of what everyone does. They also talked about disposition codes; they are doing a lot of work in the User groups to prepare for the new CAD system. In January, they talked about confidentiality and HIPPA. It used to be that there were some health conditions that were not allowed to be put into the narrative of a call, or speak over the radio. Both Fire and Police did confirm that now, if the caller offers the information, we can go ahead and put it in the narrative and it can be verbalized over the radio as well. The only special note would be if the call is GRAMA'd, they must go through it and take out the name of the party so that a name is not attached to the health concern. Lockdown drills are scheduled for January 23rd, 25th and 27th. A lockdown drill

is in the event that the radio system fails, we would go to a secured or lockdown channel which would allow the agencies to be able to communicate and talk with each other. The dispatcher will do a board check on that channel and then they'll switch back to the main channel. These will be done quarterly. Gigi reminded the users about some homework assignments the officers had so that the information could be shared with the other agencies.

Gigi also reported that this week, the RMS configuration workshop #1 is going on; they are finalizing their scenarios. Each of the agencies have gotten together from the RMS team; they have talked about the different types of reports, the types of modules within the RMS, they have put scenarios through and this week they are walking through to make sure all of these work. They will be here Tuesday through Friday of this week, all day long, and reps from each agency are here. John Inch Morgan mentioned that at the Operations meeting, both Chief Diamond and Chief Russo came in and said in the Valley Chief's meeting, Chief Brown with SLC indicated they may not participate in the Hexagon RMS. John left that meeting and went to another meeting, specifically with Chief Brown and Chief Askerlund and others. Before the meeting started, Chief Brown told John that they are all in with Hexagon. He did have a few concerns on, one being the data conversion. They don't want to lose any of the data they already have, and this would be shared data with SL County, as they are both on the same system. Initially, the cost of full conversion was \$1.7 million, for Versaterm, it would be \$450k, but Chief Brown believes that he has IT people who are comfortable enough that they can participate in the data conversion for a few hundred thousand dollars, which is significantly less. With that assurance that they can still have access to their historic records, this will give us a whole lot of additional information. In looking at the total maintenance costs of all the records systems, when John aggregates this, and then look at the contractual maintenance for everything including CAD and RMS, it still saves about \$400k per year. The examples we have with Taylorsville and Midvale moving over, we won't lose anything. Gigi also said that Hexagon went through and did a survey and came up with 22 top most important files they should be transferring over in the data conversion. They will be setting up a committee where about 20 people or so can get together and confirm which files are most important.

Beth Todd mentioned that in the Fire group, the things they have been working on include the Verizon cellular service and the problems they have been having with text messages. They have been working through this for nearly 8 months. A page notification will go out about a working incident or something significant and sometimes they won't get these pages for up to 24 hours later. Verizon reps were brought into the meeting and they assured everyone they were committed to resolve this situation, although there are a few cities that are switching service due to this issue. They also discussed changing the work flow for Call Takers for stroke patients. It was agreed we would go ahead and change the work flow to speed up the amount of time it takes to dispatch fire units out. They are just working on training for the dispatchers to get this change made. The terminology for what a fire fighter can say over the radio if there is an immediate threat to their life or safety-type situation. Police uses 10-33 or 9-1. Fire prefers to use some other terminology and they found that what they were using, they were also using for other situations as well. Next month, they will work through with SLC so that all the fire departments use the same terminology throughout the entire County. There was a US Digital briefing; they had some techs go down to Arizona for some training and to talk to the engineers to make sure we are designing the system correctly on our end. They did find that they needed to change the system design a little bit, which did add a little to the cost, but they are in the process right now of going an RFQ and waiting for the vendor to send those results back. John said this would be discussed more when he covers the budget as there will be a budget impact, however, there is a balance between what is required with the Zetron upgrade versus going with the US Digital design and having every station in the valley on the same alerting system. There are some advantages to doing this as far as expedited notifications.

AUDIT REPORT FOR THE FISCAL YEAR 2016-2017

Ian Robbins thanked the Board for letting him come to present the audit and company reports. The letter to the Board goes over how the audit went. There is a liability on the books for a net pension liability that the evaluation on this liability was the beginning of 2016. The market has done significantly better since then, so this liability is probably overstated. Other things, there is one qualified opinion on the financial statements, which is good. They had to propose a few entries with the Hexagon project, but that being said, the Board was always apprised of what was going on with those, and they were separate items, and there was no misinformation received. They just had to propose entries to make sure it was all consolidated into the financial statements. Otherwise, things are going very well financially and there isn't anything other than the Hexagon

project going on. John said that as you know, VECC has been in the Interlocal agreement, the lead agent to this, so all of the funds have been flowing through VECC. However, in looking at capitalization, half of this had to be split out with SLC, even though the funds flowed through VECC itself. Ian mentioned that on page 13, under non-current assets, there are non-depreciable capital assets, and that \$4 million is mainly made of the work in process for the Hexagon system. That being said, all of that asset will not be VECC's, and there is a due-to SLC on page 14 of about \$2.2 million. As of the end of the fiscal year, that was a work in process and as it becomes completed those costs can be capitalized and go in the correct places. John said at the end of the day, there will be about \$3.5 million in each of the 2 PSAP's. Kyle Kershaw asked if we were in violation of State law because it wasn't presented 6 months after the fiscal year, which would be our fault since we didn't hold a Board meeting in December. Ian commented that he can present to the Board at any time as long as they are submitted to the State by the end of the year, and this deadline was met. If anyone has any questions, Ian said they could contact him. John thanked Dave and everyone on the team for the hours they put in on this. It was an arduous process this year because of the Hexagon and tracking and sampling going back and forth on accounting properly.

CONSIDERATION OF BOARD RESOLUTIONS

Resolution T18-01 – Termination of UCA Office Space Lease

John reported that VECC had a lease with UCA, which ran until 2020. Primarily it was part of the obligations we had on the building that has been satisfied. With SB155 last year and SB198 this year, it gave the UCA additional responsibilities, including 9-1-1. Historically it has been part of the DPS. They are terminating the lease, a short contract, and this Resolution agrees to terminate the lease, which will be authorized if it's passed. They have 3 buildings on this property, 1,932 square feet of office space, the building to the West of VECC, which houses their radio, electronics and equipment and then to the north-west, a shop-type building. The last building, they provided about \$500k up front to build it, even though we keep it, and they do not pay any rent on it until 2020. They are vacating the office space; the rent being \$10192.00 per quarter. Vacating in December would reduce our revenues this year by \$20k and then \$40k going forward. The other 2 buildings, the one at \$10,840.00 and the other paid up through 2020 would continue to be utilized. John is in the process right now of putting together an organizational chart to include UPD and how we would accommodate them.

Motion –

. . . By Mr. Mike Shelton; to approve the Termination of UCA Office Space Lease, Resolution T18-01; seconded by Mr. Kane Loader; the motion carried unanimously.

The next resolution is the Interlocal Agreement with the Utah Department of Public Safety and the Utah Highway Patrol. SB198 requires that all dispatch centers that have the same geographical area as a PSAP enter into an Interlocal agreement that identifies roles and responsibilities. This is part of the efforts to functionally or fully consolidate throughout the state; it's something the legislature has directed everyone to do. This is the resolution that looks at the agreement itself. This identifies the roles and responsibilities for VECC answering the 9-1-1 calls and then pushing the data CAD2CAD or in the same CAD through the Hexagon to the TOC that dispatches Highway Patrol, Department of Transportation and troopers in Utah County. John has invited Major Anderson with UHP to this meeting, who is right now over communications, and had been involved in all these things. In addition to this, John has been in discussions with the Department of Public Safety and Highway Patrol about coming onto the Hexagon system. Colonel Rapich spent hours with representatives of Hexagon and they are coming on board as well. In the recitals, with this agreement, they would have a seat on the Operations Board to help us understand what their needs are. Kyle Kershaw asked John to explain the DSP funding in the Interlocal. John explained that SB198 provides an incentive for dispatch centers and PSAP's to consolidate. VECC is a member of a Wasatch Front Multi-Node, our phone system. It involves everything from Weber, Bountiful, U of U, UPD, SLC, and UHP. To provide funding for this, we have always applied for a grant, which was written and submitted to the UCA, but that would be seeking funding together to do those kinds of things. In addition, the CAD fund put together 2 years ago to fund the Hexagon project no longer collects the \$0.06 into that fund. It went over to the unified fund which is now the \$0.71 distributed based on 9-1-1 calls, which is a benefit to us. Dispatch centers are not receiving those funds because they do not receive 9-1-1 calls. There is an opportunity for the legislature to allocate funds into the CAD fund that could be made available to PSAP's and through PSAP's to dispatch centers that have an Interlocal agreement or a functional consolidation with them. Part of this was for the RMS system; we are pursuing state-wide records sharing which is absolutely important.

Motion –

. . . By Mr. David Brickey, to approve Resolution T18-02 approving the Interlocal agreement with UDPS and UHP; seconded by Sheriff Rosie Rivera; the motion carried unanimously.

The final resolution is declaring certain property to be surplus, which we do periodically throughout the year. Mark Whetsel has put together a list of items which have been determined to be of poor condition. Most of it is on a replacement plan so that we don't have any failure. Mark added that he tries to repurpose as much as possible, but once it reaches past the life of that, it ends up on this list. Most of this has seen several years of 24/7 use.

Motion –

. . . By Mr. Kyle Kershaw; to approve Resolution T18-02 approving the list of surplus property; seconded by Mr. Mike Shelton; the motion carried unanimously.

PLANNING TOPICS**Previous Business**

John explained that this was the Interlocal agreement and looking at weighted voting. This is still something we scheduled to bring back in February; however, John put it on this agenda as a reminder of something still in process. In February, John will bring back a plan for this group to approve.

New Business

This month, from the Operations report, Gigi will report on police and radio channels. One thing John wants to do on a periodic basis is to determine how busy the channels are. They don't want talk times on one channel that's growing because of detail coming in, and John wants it balanced out from time to time. Gigi mentioned that she received a report from UCA which includes times from January to January; it gives the total minutes and showed how many seconds per hour this came out to be. In looking at these times, some of the interesting points that came up were how can we mitigate and reduce some of that talk time during the busier times. At the PD Users meeting, when units are coming on duty or off duty, rather than having every officer say they're 10-41 or on duty, or would it be better to have a Sergeant call on for the whole shift, and then the same thing at the end of the shift. Another thing that came up was anytime a fire is responding and it's just an informational, which means PD doesn't need to respond, the dispatcher will rather than broadcast the call, they will hold that until fire arrives and confirms that PD is not needed and then it will be closed out. With the new CAD system coming on, it's been suggested that officers put themselves on duty and off duty on their MDC's. There will be more to come as we get closer. Also to be noted, in looking at VECC's service channel time versus UPD's service, although UPD's service is 24 hours and our primary service is from 0700-0100 as well as a West Valley service channel from 1700-2100, a lot of our agencies are not utilizing it. Gigi will be talking with the agencies to remind them of the availability of the service channel, and to take their talk time off the main channel and go to the service channel to make those requests. Gigi also threw out to the Police Chiefs that maybe the service channel hours need to be friendlier, or does it need to be open 24 hours. Rather than having a West Valley service, do we make it a service 2, and have 2 service channels. These are a few things we are looking to do. Gigi will be scheduling appointment with the Police Chiefs in the next few months and she would like to sit down and talk further about talk times and measurement with the channels. Kyle Kershaw asked how many new people opening another channel would represent. John said it would be a minimum of 4 individuals to man the channel 24/7, not taking into consideration training or absentee and those kinds of things. John would like to have the Trustee rep to be with the Chiefs when John and Gigi come out, to have that common understanding of where we're going. Layne Morris commented that it looks like the service channel is not being taken advantage of as it should be. John believes it's partially an education issue, but also if there are a lot of requests coming in at the same time, and the officer knows he can get his dispatcher on the phone, he'll have the dispatcher run it. They can also run it themselves on their MDT's.

EXECUTIVE DIRECTOR'S REPORT**Spillman CAD Upgrade Report**

John mentioned that at the last Spillman update, it caused a lot of problems. Mark Whetsel said on November 13, 2017, VECC migrated to their latest update. It was almost catastrophic what was witnessed here; there were all kinds of issues that they somewhat knew about, and for many weeks as we moved through the

process, we went with very slow times, Spillman would lock up to the point of having to go to paper. Finally, a week ago Monday, they put the last of several patches on, and we have had no further problems. It affected everything here at dispatch, but also those out in the field as well.

CAD Project Update

John introduced the Project Manager, William Romesburg, on the phone bridge. William explained the time line of things that have been completed. At the end of 2017, mobile testing has been completed. They did have issues with technical infrastructure that was corrected. They are working towards completing the configuration where they go through each smaller functional requirement in the contract to be sure they can do what Hexagon has said they can do. Train the trainer should happen throughout the summertime so that by the fall the RMS and mobile systems will be live and operational. John commented on the mobile issues, the problem we had was with connectivity. These were complicated because of the firewalls that each individual agency has and the different stages of technology. Mark mentioned that part of the intricacies of this is that each one of the modules doesn't necessarily use common ports or connectivity through them. Web RMS is a TCP connection; similar to the internet. CAD and the mobile client use older, different technologies to connect. What was trial by fire is here at VECC and SLC; we had to open up 100 to 120 different ports through both firewalls in order for everything to communicate. If one of those entries is missed at one location or the other, things don't communicate the way they should. It was a daunting task, originally, to get 100 different ports open to communicate. John mentioned earlier that the big concern is the record conversion. Bill commented that records have almost three times as many margins and in SLC, they have about 15 years of data in their current records system on the police side. There are 22 specific data types that are housed within the current Versaterm RS that need to import into Hexagon and only about half of those can be done cost-effectively. There are thousands of man-hours involved within the department in looking at these records before they can be input. Right now, they are waiting for a price quote back from Hexagon; Bill believes he should receive it sometime this week and then they will find out how much Hexagon will charge to assist in the manual data conversion effort. John said that SLC is all in and they want to utilize their people to advance this as quickly as possible.

Fiscal Year 2017-2018 Mid-Year Budget

John prepared a document to show everyone where VECC is going; some is information mid-year that prepares us for next month of presentation of the draft budget. Dave Sanderson and John are putting the draft budget together and this year they are doing it a little different; they want to present it to the Board with different concepts. Part of this is because of the funding we are looking at. John showed the Boards the deposits into the PTIF account from the 9-1-1 fund. Going from the \$0.61 and seeing what the collections have been over the past few years, just in the first 6 months, we are already at \$3.6 million. In looking at the first 6 months, 2 of those months were still based upon the old formula of the \$0.61 because of the 2 month lag, so we really didn't start seeing the benefit of this distribution until September. John has put \$950k into our reserve account, anticipating that with the \$0.71, we will receive at least \$1 million more than what we had in the previous year. John will adjust this and he believes we will collect closer to an addition \$1.5 or \$1.6 million. Where we have been collecting about \$4.5 million, we'll be closer with just under \$7 million with this next year's budget going forward. John would like to start looking at maintaining a fund balance that provides operating cash, but also looking at the merger and other types of things, we can also talk about the assessment to our organizations. As we bring some of these ideas forward with the draft budget, this will be in March. John has seen the collections by the Tax Commission and the payment by the telecoms has never been consistent. Part of this is because some of the telecoms pay on a quarterly basis and others paying monthly. Some of it is just the inaccuracies. John has been working with some of the Senators on doing is having the Tax Commission be more proactive in their audits of the telecoms. Right now, they just report exactly what's coming in; however, they have the ability to take 1.5% of the total collection state-wide for auditing and enforcement. They aren't utilizing it. They could do some very aggressive auditing. Also, when SB198 was passed, there were about 4 or 5 entities that would receive less than they received under the former distribution. It held them harmless for 2 years, so everyone else who did receive an increase has their distribution reduced by a small amount while everyone else is held harmless. After 2 years, that will come back on a pure straight call volume basis.

Upgrade on US Digital Design

One thing we have been talking about is the need to either upgrade the Zetron system or move over to the US Digital Design/Phoenix; cost would be close to the same. To outfit all of the stations in the Valley, other than Sandy and SLC, will cost about \$36k per station. Because of the increased funds coming in, it was discussed to utilize some of this in the reserve to offset the cost to all of the stations at some level. John is putting together these documents as well, but he would like everyone to consider the options. Some advantages of looking at being on the same system, regardless of where the call comes from, we can do the station alerting to any station in the Valley. Rather than being a sequential response where there is a 20-second delay between each station that we notify, there is an instantaneous digital notification to all the stations involved. Gary Whatcott believed we had already discussed this and agreed to go to US Digital. John said that we were, but now, he's talking about the payments. There has been an assessment done of every station in the valley and we have identified what is already in the stations and what we need to do to move to US Digital. This is where the \$36k figure comes from for each of those stations. If we just did a Zetron upgrade, the cost would be on each individual city. This way, we are looking at having the advantage of having everyone move at the same time, regardless of City Councils maybe taking different positions, and this enhances the public safety response. The few options include a base amount that VECC would fund, and this Board would take a look at the amount and balance it against what we anticipate as revenues coming in. Layne commented that he felt the cleanest way to do it would be to come up with a figure per station and then let the entities spend that. In talking with the Chiefs, as they have had the reports coming back, they have all agreed with what they see in the \$36k, it is sufficient and is not a deal breaker. Beth mentioned that is the minimum equipment and installation to make sure the system works and that they are able to be alerted for each fire station. What they would do is look at their station and then determine any needs they have above and beyond that, and they would have to fund that. John will perfect this and have options in the budget for everyone to look at. In the next meeting, John will present a draft-budget that he will need directions so that he can put together a budget worthy of consideration for adoption.

Ryan Carter asked if there had been a committee assembled for the Interlocal Agreement. John hasn't set a meeting yet; he will need to sit down with the Sheriff to discuss the District and the contract orders and how the Board wants to deal with this. This is the first step before a committee can meet and John will work to set a time up to do this. UFA has already met with their people, and John will get this scheduled soon.

There was nothing else to discuss at the meeting.

The meeting adjourned at 3:17 p.m.