

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
November 15, 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. Mark Reid; Bluffdale
Mr. Blair Camp; Murray
Mr. Carlton Christensen; SLCO
Mr. Ryan Carter; Riverton
Mr. David Dobbins; Draper
Mr. Layne Morris; West Valley City
Mr. Scott Carver; UPD
Mr. Dan Peterson; UFA
Mr. David Brickey; West Jordan

MEMBERS ABSENT: Mr. Brad Christopherson; Taylorsville; Vice Chairman
Mr. Brent Wood; Herriman
Mr. Mike Shelton; Cottonwood Heights
Mr. John Guildner; Alta
Mr. Kane Loader; Midvale
Ms. Gina Chamness; Holladay

OTHERS PRESENT: Mr. John Evans; West Valley City
Mr. John Inch Morgan, VECC Executive Director
Mr. David Church; VECC Attorney
Mr. John Magner; UFA
Mr. Jeff Monson; VECC HR Manager
Mr. Mark Whetsel; VECC TS Manager
Ms. Beth Todd; VECC Operations Manager
Ms. Andrea Partridge; VECC Admin. Services Manager

APPROVAL OF MINUTES OF OCTOBER 19, 2017 BOARD OF TRUSTEE MEETING

Motion –

. . . By Mr. David Brickey, to approve the minutes of the October 19, 2017 Board of Trustee Minutes as written; seconded by Mr. Carlton Christensen; the motion carried unanimously.

OPERATIONS BOARD MEETING REPORT

Chief John Evans reported that the Operations meeting was rather short this month. John will cover most of the discussion items later in this meeting with his report. A few points to make are the upgrade to the current CAD system. There was also more discussion on the Station Alerting Systems that we will have to do with the new CAD. We are getting closer to the point where we can bring this Board firm figures on what it will take to move over all station to the new system. Hopefully, within the next 30 days, we will have those numbers to bring back and discuss further. Most of the discussion was on staffing and with the new CAD, which John will mention. On the Station Alerting, John Inch Morgan wanted to add that we are going around and looking at each of the stations to see what kinds of wiring and speakers are already there that can be utilized by the new Phoenix US Digital Design system. This will give us a more clear idea of what the base level will be and then some cost proposals coming out of this. As a reminder, to make sure we are all upgrading at the same time and all stations have the same capabilities, one of the ideas that John put out there is out of the retained earnings or surplus, we would pay a base amount for each station. John would anticipate doing this each entity would enter into a contract with US Digital and we would reconcile this with the assessments we would normally

charge. We would reduce the assessment by this amount. John suggests this because he thinks the agencies want to hold US Digital accountable rather than having John sign a contract, and have it bifurcated with a base-level coming from VECC's payments and then making any enhancements on a separate contract. John believes there should be a unified contract for each city and then VECC would pay for that base amount so that we're all on the same system. Chief Evans mentioned that one thing they have found by going through this is the cost that they gave us is pretty high. We have been able to cut costs quite a bit and we will be doing some training for a few people here locally to install and maintain the equipment. Carlton Christensen asked if they have found anything at the stations that have created disparities, or if the circumstances been similar. John Inch commented that some stations are older and those are the ones with the biggest concerns. Most of the communications throughout the stations as far as speaker alerts are low voltage and the wiring is already there. They are looking at having a place where there is either a rack to install the transponders and then identifying in each station where the control panel should go. The control panel is a touch panel the size of an iPad where the Chief and BC or whomever can control alerts in the station or activate them. There is a lot of flexibility within each station can have. Chief Evans added that just getting the base in before the new CAD starts, we won't have to patch things and the different here at VECC will be in the time it takes to get calls out. This is where the biggest improvements will be seen. One of the reasons we are looking at the US Digital Design is because SLC and Sandy have this system. As we implement the CAD, this gives either PSAP the ability to dispatch throughout the County.

PULSE POINT PRESENTATION

Chief Petersen wanted to take a moment and introduce Pulse Point. He wanted to present it to this group first to be aware and then have VECC take some time to be able to sort through what it looks like and what it feels like before we go any farther. He turned the time over to the UFA Paramedic, Mr. John Magner. Pulse Point is a mobile app available on both Apple and Android, and it alerts people who sign up for the app of a sudden cardiac arrest that occurs within a set area. It will tell them that CPR is needed as well as where it is. Those administering it will set the radius. It geo-locates where the caller is calling from via cell phone. Anyone within the radius who has signed up for the app will be alerted. On top of this, it will show where any AED's are located within that radius. The program is attached to the CAD system, but it doesn't interrupt dispatch. It looks for key indicators and sends out the alert to everyone with the app. It only alerts people in a public setting. There is a second app, Pulse Point AED, which shows a picture of where the AED is located within a business. It will also allow people to follow different department and will give details of what's going on and a map of where they are going. For the first 5 years, it runs about \$140,000 which includes a \$10,000 initial set up, attaching it to the CAD system. This needs to be a community effort, and they will be seeking funding through different community avenues. One thing discussed was asking the County. They want to stay away from impacting the dispatch centers with the fees. If a city does not want to participate, they can opt out of this. Chief Petersen mentioned it would need to be owned by the Center, realistically, because they would be the ones to manage it. Administering it involves answering questions such as determining the radius, but it's pretty self-driven by the people who sign up. He believes that nothing should be done on it until Hexagon is up. It would be a wonderful thing to roll out around the same time as Hexagon. Chief Petersen would like John to look at the details and have each of the Fire Chiefs determine if it's something they want in their city, and then come back together to learn whether it's a next step everyone wants to take. Then funding can be discussed and if we move forward, we put a collective implementation team together. John Inch Morgan requested that it go back to the Fire User group followed by the Operations Board and do some due diligence, contacting some of the entities around the nation who have this in place. Once this is done, John will have a recommendation from the Operations Board to this Board for final approval. Some of the concerns expressed would be having someone show up to a scene that cannot be validated. This is one reason why the private home is not included; it's only in a public place. Overall, it is believed that the benefit outweighs the concerns.

Motion –

. . . By Mr. Carlton Christensen, for John to take Pulse Point to the Users for further determination and review; seconded by Mr. Blair Camp; the motion carried unanimously.

PLANNING TOPICS

New Business – Staffing Levels

John reminded everyone that back in June it was decided to have a specific topic of discussion in each of the monthly meetings. In previous business, we are still looking at the Interlocal Agreement. It was signed in 2013

and with changes in SB198; it changed the funding mechanisms that provide the weighted voting for this group here. David Church was asked to explain the Interlocal a little bit, including the membership and some of the clauses that are there dealing with voting and with the Constitution of this Board. David mentioned that VECC was originally set up in 1988. Originally, it was one entity, one vote. Sometime after this, the Board began talking about bringing in the County Sheriff at that time, before UPD and UFA even existed. There were concerns among the Board of how that would work. They went through a weighted voting system and that was adopted pre-2013 and then it was reiterated again in 2013 when the UFA and UPD were formally brought in as members. Currently, the Interlocal agreement says that each member shall have one vote on the Board of Trustees. Then it says each members vote shall be weighted. The weight given to each vote shall be determined by the proportion of the member's contribution to the total center budget for the previous fiscal year expressed as a percentage. This worked out really good back when we could calculate that because there were basically 3 sources of revenue; the 9-1-1 tax which was a tax done by the entities and the contributed in and passed through, member assessments, and then additional services contracted with the Center. The weighted percentage, now, is almost impossible to calculate in the same way because the 9-1-1 taxes no longer exist. It's not a tax that the entities are assessing and comes directly from the Tax Commission to the Center. Right now, if we looked at the assessments, they are going to those who have services, and in looking at UFA and UPD; they are members and entities with members' entities with members of the Center. UPD and UFA technically are the ones being assessed and making the financial contribution and so they have a large weighted vote. Alta, for example, has one vote, but what is Alta's contribution now for calculating Alta's percentage. So, for purposes of ongoing governance, something needs to be done. All John and David are trying to do is update the Interlocal if the Board wants it updated. In order to amend the Interlocal, the language needs to be amended and approved at this Board's level and then have each individual entity who is a member adopt it at their governing Board level. John indicated that Chief Petersen took this issue to his members and they determined that they would elect Chief Petersen to represent their vote on this Board here. In communicating with Undersheriff Carver, he has taken this to their Board and they are still discussing this issue. The second issue is looking at the Interlocal Agreement itself because each agency is a signator to the agreement and does this make a difference or not. As we look at the changes in Governments across the valley where Millcreek is now a city and would they have the same ability. Some of the townships have changed and they now have a legal standing. Their municipalities and independent entities, but obviously they participate with UPD and UFA and they seem to have no interest in dispatch sides other than through UPD and UFA. The voting rights are being conveyed to the service providers. The discussion then has to be do we need to go back and do the Interlocal Agreement with those individuals who are making a financial contribution to the Center. David says the question is how they want to weight the vote. Basing it on financial contribution the way it did before doesn't seem to work. This Board just needs to decide what they think is fair amongst themselves because they all own the Center together. It's important on the weighted voting because the other amendment made back then was on the quorum, it says the quorum consists of a majority of the total number of member representatives and that majority must represent a majority of the weighted voting rights. Also, any vote to approve the budgeting piece over the last approved budget by more than 2% or any vote to approve an expenditure of money in excess of \$500,000 requires a super-majority vote of 2/3s of all the member representatives and 2/3 of all the weighted voting. So, the weighted voting is very important and it can complicate things a great deal for the future governments. Ryan Carter suggested that maybe it just be based upon population. In the past there was worry in the problems we were having in collecting because the cell phone service providers were doing a bad job of it. David Church says it's very complicated now because of the types of entities that everyone is. John Park suggested taking the total and splitting it in half and said that 1/2 are the responders and then the other half would go to municipalities and Counties based upon population as well. It would be complicated but would give each entity a vote as well as the ability of those responding. David can write this up any way the Board decides. The key will be for this Board to come to an agreement because it will have to be sold to the members. Gary Whatcott commented that this is a service-providing Center and it was structured to share the cost together for those receiving the service. At one time, the County was here. When we entered the agreement there was County Fire and County Sheriff, and they were receiving service. The reason it's a bit odd now is that we formed UPD and UFA and they are kind of estranged from the County, but they are still on the line because of previous arrangements. Ryan Carter feels it's fair to say that there should be a difference in terms of voting in terms of the operation because of the fact that there are shared responsibilities with these things. Another way of doing it that David thought of was to just recognize the financial contributions, but give everyone, no matter their financial contribution, some level of vote so that everyone participates and has a seat at the table. John commented that back in September when this issue

first came up, this group determined they would defer to both UPD and UFA to have this discussion amongst their members. Holding to the idea that the contribution for each city throughout the valley is making a contribution, either to VECC through the assessments or to the police and fire, and then somehow looking at call volumes to determine what that prorated share should be coming from each member. This is one aspect that is on the table and was deferred to those individuals. Another option is to bifurcate the contribution coming from UPD and UFA and it would reduce the percentage of the weighted voting for each of those entities and providing that contribution on a weighted basis to either the entities or to the unincorporated townships. John Park suggested putting a small group together to come up with 2 or 3 suggestions with diverse points of view and come back and present them.

Motion –

. . . by Mr. John Park, for the Chairman to appoint 5 people, including UPD and UFA to look at this further and come back January with some recommendations on weighted voting; seconded by Mr. Carlton Christensen; the motion carried unanimously.

STAFFING LEVELS

Jeff Monson reported staffing numbers from 2016-2017 and explained that most of the employees who have resigned are due to other jobs. The numbers have been reduced, most likely because of adjustments we have been able to make in salary and other items. As of December 9, we have lost 10 employees to other jobs. Total turnover is 23 versus 32 employees from last year. This year, our staffing hasn't been too bad. We are improving and have made some very good changes that have really helps. We are constantly looking at this. Hiring has picked up recently. We've had 2 groups in and currently have 14 individuals in training at this point. The total number of trained staff at this point is 69. With this number plus the 14 in training, it takes us to 83 employees, total. Currently, we have 81 FTE authorized employees. We have a handful of part time employees as well, who assist. We are currently evaluating if 81 is an appropriate number. We are reviewing call volumes at different times of the day. Late in the afternoon, often times, calls are in queue. We are looking at this volume to see how many individuals we need on the floor in order to answer these calls in a timely manner. Radio talk time is also being reviewed. In the past, West Valley has been our busiest channel, but now, West Jordan has become very busy. We need to look at perhaps splitting more channels. There are changes coming that we are looking at so that we can put together a plan and bring it back to the Boards for adjustment. John commented that we are not only tracking call volume, but also the call time that it takes to process a call. The majority of our funding will be coming from call volume through the state and John feels it's appropriate to look at the change in call volume and the corresponding revenues coming in.

SPILLMAN CAD UPGRADE

John commented that Sunday night into Monday morning, we had a Spillman upgrade that was totally disastrous. The TS crew was here for over 16 hours trying to work things out and we are still suffering from some failures with Spillman. If anyone hears anything about the delays, it is something that we have really been working with Spillman to fix. John spoke with Tina from Weber and they just did the same upgrade 2 weeks ago and had the same problems. This is a new install for Weber who just went to Spillman and had that stand up a year ago. This new upgrade came in and they've had the same problems we are dealing with. We knew during the 6 hours that it took to do the upgrade we would have to go back to old school on cards and making notes. We figured that by 0600 in the morning that we could be up and running again. We are up and running but it has been sporadic, we've had some failures and freezes on different consoles. John wanted to give everyone a heads up that this is something we are still working on.

DPS DRAFT INTERLOCAL AGREEMENT

John Inch commented that another thing CB198 requires of all dispatch centers, leaning towards the physical consolidation, is an Interlocal Agreement or some type of contract with a PSAP. One of the contracts we have is with DPS. John included in the Drop box a draft of an Interlocal Agreement, drafted by the Attorney General's Office that fulfills that requirement to have an Interlocal in place by July 1, 2017. John just received it last week. There are a number of things to be changed in this. One thing to help encourage consolidation is the fact that the law does not allow these State Funds to be distributed to a Dispatch Center, but to a PSAP. One of their requirements they are looking at is having an Interlocal. In our case it would be an agreement with SLC 911 and with VECC because we both answer their 911 calls and then send them over, that they may be eligible for some funding. We are in the process right now of is having a shared partnership in the phone

system, the Viper system by West, and Weber, Bountiful, U of U, SLC, UPD and VECC are all partners in this. The maintenance for 1 year is \$551,000 and the upgrade which we are due to do soon is \$3.4 million. John asked everyone to review this Interlocal in their packet.

Mr. Carlton Christensen asked how the CAD project was going. John Inch reported that it's going well with one major stumbling block, which is a connectivity problem with SLC. As we run the CAD process here at VECC, everything here is running fairly well. With SLC, they have a few firewalls and so the connectivity with all of the agencies going in there is being blocked by domains and addresses and those types of things. This is a major block that we cannot do much else until we get this resolved. They are working on it today but we cannot do our testing until we have this taken care of. With BCI, they were not giving Hexagon access. We negotiated 12 different items and then BCI came back and wouldn't allow it and told them they would have to qualify as a police agency. There are 4 things they needed to do, including submitting a security policy, which John wrote, and told them they needed to adopt it.

There was nothing else to discuss at this meeting.

The next meeting will be held on Wednesday, January 17, 2018.

The meeting adjourned at 1647.