

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
February 21, 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. John Guildner; Alta
Mr. Jay Ziolkowski; UFA
Mr. Carlton Christensen; SLCO
Mr. Jared Tingey; West Jordan

MEMBERS ABSENT: Mr. Kane Loader; Midvale
Mr. Ryan Carter; Riverton
Sheriff Rosie Rivera; UPD
Mr. Layne Morris; West Valley City
Mr. Mike Shelton; Cottonwood Heights
Mr. David Dobbins; Draper
Ms. Gina Chamness; Holladay

OTHERS PRESENT: Mr. John Evans; West Valley City Fire
Mr. Clint Peterson; West Jordan Fire
Mr. Williams Romesburg; CAD Project Manager
Mr. David Church; VECC Attorney
Mr. John Inch Morgan, VECC Executive Director
Ms. Gigi Smith; VECC Operations Manager
Ms. Chris Dunn; VECC Operations Supervisor
Ms. Ambir Widdison; VECC Operations Assist.
Ms. Andrea Partridge; VECC Admin. Services Manager

APPROVAL OF MINUTES OF JANUARY 17, 2018 BOARD OF TRUSTEE MEETING

Motion –

. . . By Mr. Brent Wood, to approve the minutes of the January 17, 2018 Board of Trustee Minutes as written; seconded by Mr. Scott Harrington; the motion carried unanimously.

OPERATIONS BOARD MEETING REPORT

Chief John Evans reported that the Operations Board elected a Vice Chairman, Chief Jeff Carr from South Jordan City. Most everything at the Operations meeting will be discussed at this meeting today by John Morgan. VECC will be setting up their yearly meetings with each city, looking at different ways to work the channels. They are also looking at the Pulse Point program; a presentation was given last month at this meeting. The Budget was reviewed as well as the CAD system; both will be discussed today. The station alerting project was discussed and will be reviewed today as well.

FINANCIAL MATTERS

Public Hearing Notice

John Inch Morgan mentioned that all the documents to be discussed today are located in the shared Dropbox. The first thing to consider is a Public Hearing Notice. One thing John would like to do after going over the budget today is have slated for adoption both a mid-year budget adjustment and then the adoption of the new

budget for the 2018-2019 fiscal year. The first thing would be a public hearing notice to be considered for the next Trustee Meeting. John requested a vote to give him authorization to properly notice a public hearing and then it can be held next month prior to adoption of the budget. This hearing will begin at 2:00 p.m. on March 21, 2018 at the very beginning of the Trustees meeting.

Motion –

. . . By Mr. Carlton Christensen; to authorize the VECC Director to post a notice for the Public Meeting; the motion was seconded by Mr. Dale Cox; the motion carried unanimously.

The mid-year budget adjustment this year is for \$141,000 to be taken from our fund balance. This is partial payment for additional CAD processes and charges. John wants to extend the contract for our Project Manager to bring us to where we are right now, the spring of 2018, to October when we expect the CAD project to go live. There is a consultant cost of \$320,000, which we split with SLC. This was part of the Interlocal agreement as well is that we would take and split those costs. Resolution T18-04 is the amendment of the 2017-2018 budgets. The Cit Comm. contract is for site replication; this is a change made to the contract so that the SLC911 and VECC portion have truly identical software and hardware and functionality. Initially when the contract was written, we were looking at having a full site here at VECC with redundancy built in but other modules weren't involved that would allow us to have full functionality in both locations. The Management team decided it was in our best interest to have not just a primary and secondary that was capable of running operations but to have a site replication. The programming costs from Hexagon are \$151,000. Additional software needed to be purchased as well, costing an additional \$14,000. Through Century Link, we are implementing the Geomax to increase our capacity. Right now, most of the communication going from to the VECC and SLC to the EOC and completely this loop is done by microwave, which is not the fastest way as we start pushing information on records management through all of the police departments throughout the valley. An RFP has been done to determine which product will be best with the best reliability and the Geomax has been identified as this product. It will not be a huge cost but it is an ongoing cost we will have to put in. The second part of the memo is looking at what the requirements are Fiscal 2018-2019. This year, John is asking for the \$141,000 and \$57,000 next year. We are looking to complete the project within the next year and to do this, these costs are what we are looking at. Going into this CAD project, it was a \$13 million project, and so far, the assessments from any of our agencies have been extremely minimal. MDT's and other equipment will be barred by the agencies, but some of the offset was the reduced radio fees that were pushed through the Legislation last year. The bulk of this project cost was in the CAD restricted fund. 2 years, ago we pushed through the Legislation the \$0.06 on every phone line, which put out about \$320k for every penny going into this, about \$3.5 million total, in every year, to get us to where we needed to be. That gave us the \$6,522,000 that paid for the bulk of this project coming in, and through negotiated contracts, the \$13 million was reduced down to what we are currently paying. In the last Legislative session, we moved the \$0.06 into the Universal Fund and that raised the fund from \$0.61 to \$0.67 and then added another few cents to that whole thing; right now, we are charging \$0.71 cents. The CAD fund was moved and part of the Legislative discussion is now state-wide, if anyone has any CAD needs, they have an increased revenue flow coming into the PSAP's to take care of that.

Resolution T18-05 - Adopting the 2018-2019 FY Budget

John requested that this Board adopt this resolution next month, and by adopting this resolution, it would be an adoption of the budget. In looking at the revenues coming in from the E911 in 2017, it was \$5,754,000. The revenue we received with last years' budget was estimated to be \$6,500,000. This New Year projection based on what we have already received since September will be \$7,351,079. Coming from \$5.7 million to \$7.3 million is really great for us. That gives us flexibility to do some of the things we would like to do in looking at additional cost for things like Fire Station Alerting and the CAD. In this budget as well, our health insurance costs came in at a 7.7% increase. John is proposing a 2% COLA and a 3% pay for performance. He also would like to look at an amount of money for compression adjustments. As he talks with UPD, they are pushing the physical merger much quicker. They came in and asked a few weeks ago if we could accommodate that in this budget so that our budgets would be merged beginning July 1, 2018. UPD has been a member of VECC since 2013, and we had anticipated in the Interlocal agreement that our budgets would be merged in 2 years and that there would be a physical merge. This has been something that's been out there but the timing and time table have always been just a little bit different. Mr. Kyle Kershaw asked how much of the 911 fees VECC is collecting goes back to UPD for their dispatching. John indicated that it was \$650,000 each year, and it will

come back to VECC when the merger happens, as well as an assessment for fees and costs associated with their addition. He reminded everyone that with the audit that came out with the Legislative Auditor General, based on the law, dispatch centers cannot receive any money from the E911 funds. The whole idea has been that they want to consolidate, they don't want duplication. John said merging the budget with UPD beginning July 1, might be aggressive; he doesn't know if we can get everything in place. The second date to merge budgets would be January 1, 2019, mid-year. Either of these, we would do an amended budget or we would adopt a budget with them included next month, which John will perfect. John has asked Dave Sanderson, Scott Jurgess and Andrew Keddington to get together and verify that the draft numbers put together are accurate. John doesn't want to adopt a budget and have their assessment fees something different that would harm other members or them. He wants this to be hold-harmless. John may be presenting two budgets next month, but only because 2 days ago, he was asked what the possibilities were. It was asked if there were any alterations that needed to be made here at VECC to facilitate the merger. John commented that this building was built in anticipation of having UPD here in the first place. Looking at the operations floor, there is a big space over by the windows that would accommodate all of their consoles. The idea is to move the consoles they have right now into this building. Modifications that have to be made are we have to make assurances that we have the phone lines, radio lines and those things available. Mark has been working with Century Link and with UCA to make sure we have that capacity to do this.

In looking at the budget documents, one thing to notice is that every entity will be assessed the same amount of money they were last year with the one caveat which would be if there were more or less calls, but the cost per call stays the same and the cost per entity should be fairly close. As we get into the discussion and adoption next month for next year, assessments could be less and we could still be operational. As a starting point, however, John has kept everything the same; there is no increase unless an entity has had an increase in call volume. Mr. Carlton Christenson asked if there were salary variances between UPD and VECC dispatchers and he wondered if that gap has been narrowed or if it's pretty similar. John said there really isn't a gap anymore. There are some individual positions adjustments that we will want to make but over the past couple of years, we have come up so that our starting salaries are the same. A few years back, we did a compression adjustment. One thing John has issued to Rosie to consider and to facilitate discussions is that we want to make an offer to all of their employees that seniority stays the same, job functions for the first year will stay the same and that we are maintaining the same compensation that they would have. If they do come over early, one thing to take a look at is how we function since we haven't been trained on the Hexagon CAD. We would run UPD as a unit and then over time, integrate them with training into our Call Taking process and train them in medical, integrating them fully into the system.

Mr. Gary Whatcott commented that it is very exciting to finally see this coming together. It has been many years in the making. To say that it's actually going to take place is incredible and the fact that we are all going to be on one CAD again is a great thing. Its officer and resident safety; its service that we are here for in the first place and it will be improved. John would like to have a press conference with everyone involved to show the unity in the community itself.

Budget Discussion

John indicated we are increasing our funding by another \$500k; we have \$900k in fund balance. We will have a reduced lease payment of \$40k a year and UCA has vacated their administrative offices here at VECC. They still have 2 buildings out here and do continue to pay rent on that, but it will be a reduction coming into this. Health Insurance costs went up 7.7% and we offered a HSP, offering to seed the first few years of the difference between the premium between the HSP and the traditional plan, which is about \$800 a year. So far, we've only had 1 individual sign up. John thinks we will have to come up with a very good marketing plan so that people understand. We just had a health fair where we had IHC explain things, but John doesn't think it came across very well; his goal is to perfect a marketing plan so that we can convert more people over. John is also going to come up with some other kinds of things to help people understand like financial planning. Another thing we will have to do, in anticipation of the merger, is to rebid the insurance. With UPD coming in and bringing in another 50% to the organization, it moves us from one group to another and we will have to get some other opportunities. In the next few weeks, John will perfect this so that we can look at the budget. John mentioned the COLA, pay for performance and compression adjustments earlier. Training will be one of these big things, especially as we bring the CAD in, to make sure people have the expertise to do what they need to do. Station Alerting is another big one; John will be talking about this in more detail later in this

meeting. One of the things we learned is that the minimum cost to bring us up to the US Digital Phoenix station alerting for 46 stations is \$1,764,000. The system is digital now meaning it can broadcast to as many stations as we need and provide an alert, whereas we have had sequential alerting, which can sometimes be 20 seconds between each station we are alerting. Mr. Gary Whatcott asked if the Sheriff had a preference on one date or the other to merge. John commented that he hasn't talked with the Sheriff, but he has talked to Captain Fassett, who asked if merging in July was possible. John has been asked to try to work through some of those things to compare and contrast so that we have the best information. There are advantages for them because if they can save money on their overall costs, transferring their full cost of personnel and personnel-related kinds of things, saving money over those 6 months is a direct savings to all the cities they serve. If we merge January 1st, part of the savings is lost because they're paying for them for the 6 months. US Digital Design is an upgrade; if we did not do this, we would have to do a major upgrade to the Zetron system, which would be a cost which historically has been born by each of the fire departments. This puts everyone in the valley on the same station alerting. It provides the capacity for VECC to push out alerts to Sandy and SLC and vice versa as well; it is where we need to be as we move into the CAD. The whole idea is that we'll implement this and stand it up the same time that we do the CAD itself.

Fire Station Alerting

John displayed a graphic which talks about the digital advantages of pushing things out and the components we need to place in the stations. There are components both a VECC and in each station that need to be fitted and matched up and programmed. \$36,731 for 36 stations plus VECC totals \$1,700,000. John is suggesting VECC do a municipal equipment lease for the \$1.7 million base and that any costs beyond the base be carried by each city and station. John has run some preliminary numbers based on 5 and 7 years payments. The E911 funds coming in are eligible, but if we decide that each station needs skin in the game, we can take money from the assessments. Mr. Gary Whatcott mentioned that he thought this Board already chose to go ahead and do this and the only option they were waiting for was to see how it would stack up in the budget. His recollection was even in the previous discussion it was talked about the municipal equipment lease as the preferred option. He believes the Board already gave direction to go this direction and they wanted to see final numbers. The numbers John has presented are his best guess; Gary requested to officially make a motion to give John direction to fulfill this lease agreement. John said the 7 year would be the preference he's built into the budget, keeping everything at the level it was last year. The only change would be call volume change.

Motion –

. . . By Mr. Brett Wood; to direct John Inch Morgan to proceed with the municipal lease option; going with the basic station package of \$36,731 for each station; the motion was seconded by Mr. Mark Reid; the motion passed unanimously.

Mr. Kyle Kershaw asked with option 2, he was assuming John would use the fund balance that was currently available or what would be available pending more distributions of the E911 money. John commented that the problem with this is that it takes away operating capital. Kyle would like to discuss that, although he gets the need for needing money for cash flow purposes, but there is probably a good likelihood he will be under spent in the budget and/or E911 revenue will come in higher than the \$7.3 million. Kyle did some figuring and he came up with the exact same number John did, however it was conservative and there is growth in there as well. Kyle would throw out that if the fund balance grows more than \$1 million, would the agencies get an abatement or credit against member assessments; there needs to be a plan for fund balance, whether it's capital or reducing member assessments. Gary asked if the lease itself could be structured in a way that can be an early pay off; John said yes. If it can be structured that way and there are excess funds, John would pay the debt off first. Gary would recommend this to the Board, to say if there is excess or opportunities for grants, we use it to pay down the debt faster. John did say there was an 3rd option; take a small amount of fund balance and put it down as a down payment and then that makes the debt and payments smaller. As John goes out to look for the equipment lease, this could be an alternative that the Board might want John to look at. Mr. Carlton Christensen said the only downside he saw to this was if the merge does take place and VECC doubles their employee size, they would want a bit of cushion until they know what adjustments would be. He's not certain he'd want to dip into fund balance at this time. Gary said the better option is to arrange the lease so that the debt structure is proper and there are no penalties for early pay off, this would be the better option. Gary would also suggest that John come back with the final contract or lease payment plan before it's executed so the Board understands exactly what it means.

Motion –

. . . By Mr. Mark Reid, that the Board examine the fund balance each year and when it exceeds \$1 million dollars, the Board discuss allocating additional funds towards the debt; the motion was seconded by Mr. Kyle Kershaw; the motion passed unanimously.

The resolutions will be passed and adopted next month, John just put them in this month for the Board's review. Mr. Brett Wood asked about the COLA and pay for performance increases and if they were across the board. John commented that the 2.1% COLA is across the board because it's maintaining buying power; the 3% is purely based on performance. There will be some who may receive a little more than that if they are outstanding and others will receive nothing. Brett liked this. Mr. Kyle Kershaw asked John to send out a detail of the budget as well as a schedule of the capital equipment proposed in the budget.

PLANNING TOPICS

Gigi Smith quickly mentioned that last Friday, February 16th was the 50th birthday of 9-1-1. This week we are celebrating with our dispatchers with cake and pizza, and a cake was brought in for the Board to share as well. Gigi also mentioned that Chris Dunn will be retiring on Monday with 47 years in communications; she invited everyone to attend the party on Monday from 1300 – 1600.

Operations Report – Police and Fire Dispatch Channel Analysis

Gigi mentioned that last month she did some reporting on the police channels and radio talk times and today she is going to update everyone one where we have come over the last month. On channel busyness, it was discussed how to reduce talk time and make it so that it's not so busy all the time. Right now, anytime there is a fire/medical information call, dispatchers would still broadcast that information to let the police department know that fire/medical is running in the area. One agency came up with the idea to stop the notification but hold the call on the screen and verify with fire if police is needed or not. If they are not needed, the call is closed out. Right after the Users meeting last week, the Sgt. from that city said it was amazing and that it has reduced talk time. There haven't been any problems or complaints and it has made a huge difference. He suggested that the other agencies do this as well. Gigi took this to the Board of Operations meeting. Another discussion last time was having officers go to a service channel rather than staying on their primary channel to run service requests. Right now it's about 40/60 with officers utilizing the service channel. VECC's service channel isn't open 24 hours a day. Gigi looked at this to see if it would help to have a second or even third service channel so that when UPD comes, officers won't have to wait in line. Opening up another channel would make things quicker and more pleasing to the officers. Jeff and Gigi figured that VECC would need to increase staffing by 3 dispatchers in order to man the extra channel; they will be putting this into the budget for approval. These are just some of the first steps in doing some housekeeping things and polish up what we are currently doing before we make bigger adjustments and changes. John and Gigi will be coming out to meet with each Chief and they will be discussing some of the housekeeping items in order to improve dispatch and then once UPD comes over, they will make those decisions.

On the Fire report, on 2017, Fire saw a 4% increase in fire/medical calls. If it were split, 81% of the calls are medical and 19% are fire. On the Fire Station alerting, once that is done, because of the configuration, they will need to look at how to set up those channels as well as how many dispatchers are necessary. Back in 2016 SLC hired 5 of our dispatchers, which created a shortage here. The goal here has been to get people trained and on a channel to fill in those gaps and holes. By doing this, they found that prior to those dispatchers leaving; the average experience for fire dispatch was 8-10 years of seniority. Now, with replacing those, the average is about 2.5 years of seniority. Because of that, some of that institutional knowledge is lacking in some areas. This year, our goals are to continue to work on training to make sure we are training these dispatchers and they have the information so that they are solid in their jobs and they can teach the newer dispatchers coming onto the channels. They are also looking to update and implement new SOG's, policies, procedures and protocols and monitor the performance of the call takers and dispatchers. They will be analyzing call volume to make sure that the processes is continually improving and that we are serving our agencies and citizens at 100%. Mr. Carlton Christensen asked with the new system and even the current system, if some of the service calls be done by the officer. John said yes and that what they are talking about with maybe cleaning up the protocols and things. It's also situational. This is one of the reasons he's doing the face to face with everyone. Every jurisdiction is a little bit different, in the number of officers they have and how many and what types of

calls are responded to. It can be tailored to each city, which is important when looking at these kinds of things and doing the face to face. Also, once all the Chiefs have been met with, John's expectation is that they are talking to each Board member so that as these things are being brought up, if there is a financial impact, the Boards have already been briefed as to why that is the case. Also with the new system, there are new technical capabilities that we don't currently have that we will have like an officer needing to request a tow truck. Right now he has to call over the radio to request this. With the new system, the computers they have in the car will allow them to make the request.

EXECUTIVE DIRECTOR'S REPORT

Legislative Update

John did not have a lot to report on this. Both Comcast and Century Link approached Senator Harper, wanting to change some language. Comcast wanted to change the language so that the assessment would change in multi-line companies. So with hotels, universities, hospitals and businesses with switchboards, they wanted to change the assessment from every line to concurrent lines able to dial out to 9-1-1. This would reduce our income by some amount. John asked Senator Harper to ask Comcast if they are asking us to change the language, what they anticipate their costs and taxing to go down on an ongoing basis. They didn't believe it would be much. John asked them to disclose that amount. Senator Harper asked them to meet and talk with John about it, as well as Century Link, and they have not been forthcoming with any data. John has advised Senator Harper, who has advised Comcast that so far into the system, they are not going to do that. It could still pop up. Century Link wanted to change two pieces of language, wanting to go from a liability standard from gross negligence to willful and wanton misconduct. From a legal standpoint, they have better immunity than we do. Willful and wanton means that someone has to take an action but they know will harm or kill someone. If they make a business decision not to put in an expensive switch that fails, for example, they are totally immune from any prosecution because it doesn't specifically injure or kill someone. John recommended to Senator Harper to negotiate with them and there really isn't any negotiation. Secondly, they want to remove the topic of local and just go to regional, a business decision for them, so they can provide a service out of state. John asked them if there would be any impact from a monetary standpoint, then if they are providing it from a region, then it is not one of those things where they are assessing local lines for this. They haven't given an answer on this yet, and John has advised the Senator to not sponsor the bill this time. John doesn't want any of this revenue that we've fought hard the past two sessions to get in there to be diminished based on their desire to market their services at a lower cost.

CAD Project Update

John introduced Williams Romesburg. Bill had the chance to talk by phone last month just to check in and let everyone know what was happening at the time. The project was shifting over to interfaces at that time and we are still there. It's going to take Hexagon a few months to complete those interfaces. We are switching into the third phase of the CAD deployment where we stop configuring and focus on testing and acceptance. At the same time CAD is married to RMS and RMS right now is going through a change in terms of its timeline. There aren't a lot of details yet and expect more details in the next two weeks. In short, the RMS is a domestic product; it's only used by agencies in the U.S. whereas CAD is global. Their CAD is extremely well defined and easy to deploy. The RMS is a newer project and they are struggling with some technical service requests they've received from other customers. Rather than trying to spot fix those problems, they are taking a holistic systemic approach to that which will have some impact on our timeline, but we don't know what it is yet. This is the focus right now. John reported that part of the management team is doing is because they've missed a deadline or two, we've developed a plan now where we will hold them accountable. Bill said that the two components that go hand in hand with CAD are the NPS and the Mobile Responder. Tests have been completed and the bugs and issues have been worked out. Since this is web-based, iPads and surfaces are compatible going forward. Mr. Carlton Christenson asked if we were still looking at standing this up in the fall. John said yes and maybe. We have the capability to stand up the CAD, yes, but standing up all of the components, especially on the police RMS side, maybe. They have identified a few things they need to rewrite and this is in some of the customers that they have been running this for several months. John doesn't want to stand something up that they are still working on. He also wants to stand everything up at the same time. Bill and John put into the contract that they have 14 days from standing up the CAD to standing up the RMS and FDR and mobile. John wants it up and running and doesn't want a Spillman-Versaterm-Hexagon kind of thing running at any point in time. He wants them to test it, stress test it and test it again, and then make sure that when we cut over, it is a viable product.

There was nothing else to discuss at this meeting.

The meeting adjourned at 3:18 p.m.