

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

March 21, 2018 Meeting Minutes

VECC Board Room

5360 Ridge Village Drive, West Valley City

MEMBERS PRESENT:

Mr. Gary Whatcott; South Jordan; Chairman
Mr. Mark Reid; Bluffdale
Mr. Dale Cox; Murray
Mr. Brent Wood; Herriman
Mr. Scott Harrington; Taylorsville
Mr. John Guildner; Alta
Mr. Dan Petersen; UFA
Sheriff Rosie Rivera; UPD
Mr. Rick Graham; SLCO
Mr. David Dobbins; Draper
Mr. Mike Shelton; Cottonwood Heights

MEMBERS ABSENT:

Mr. Kyle Kershaw; South Salt Lake
Mr. Kane Loader; Midvale
Mr. Ryan Carter; Riverton
Mr. Layne Morris; West Valley City
Ms. Gina Chamness; Holladay

OTHERS PRESENT:

Mr. John Evans; West Valley City Fire
Mr. David Church; VECC Attorney
Mr. John Inch Morgan, VECC Executive Director
Mr. Jeff Monson; VECC HR Manager
Ms. Gigi Smith; VECC Operations Manager
Ms. Ambir Widdison; VECC Operations Assist.
Ms. Andrea Partridge; VECC Admin. Services Manager

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

Motion –

. . . By Sheriff Rosie Rivera, to approve the minutes of the February 17, 2018 Board of Trustee Minutes as written; seconded by Mr. Rick Graham; the motion carried unanimously.

OPERATIONS BOARD MEETING REPORT

Chief John Evans reported that the Operations Board mostly talked about the budget and station alerting. Both topics will be discussed at this meeting today. He had nothing further to report.

FINANCIAL MATTERS

John Inch Morgan reported that in the last meeting, the Board directed him to publish an announcement that this meeting would be a Public Hearing for the adoption of the FY2018-19 fiscal budget, as well as to amend the 2017-2018 budgets. The adjustment John is asking for is related to the CAD project. This is a \$13 million project that none of our agencies have paid for; we knew that as we paid for the software, the configuration and implementation, we have secured money from grants and other sources that took care of the bulk of the \$13 million. We knew that going forward each agency would have some incidental costs, for work stations in each of the police and fire stations. We've had a Professional Project Manager, who has 22 years of experience in implementing CADs and he has been invaluable to us in putting together the RFP, helping with contracting and holding Hexagon's feet to the fire on the performance itself. His contract ran out last month but because of a number of different things, we have chosen to go live with the CAD project in September and October. Looking at configuration and everyone's contributions that have been great from each agency, it has been more

complex that we anticipated coming into this. We are now coming together and valley-wide, we will be able to dispatch any first responder from either SLC or VECC, which is very important. If we don't have the redundancy, at some point into the future, we may have some significant problems. More than this, if we are overwhelmed in an area, we can also depend on our partners down town to assist us in dispatching and getting people going. We have had several big events where we have asked everyone in the valley to respond; we have found that not everyone is on the same system, not everyone has the same communication capacity, and what this does is bring us all together. John would like to extend the contract for Cit Comm. For the budget adjustment for the remainder of this year, he has identified areas to adjust the current budget so that we can continue with the contract. One other adjustment for \$82,800 has to do with the phone system. A phone system was purchased 6 years ago, a system that does recordings, time stamps and other things. In June, a grant was submitted to the UCA and a \$0.09 fund that funds these types of projects across the state, phone systems and some of the hardware. John submitted 2 grants; one for the consortium to have an upgrade, the other to just continue maintenance for an additional year. In the transition with UCA, new staff coming in, and they did not request the appropriation from last year to be released. There is money in the fund with the State Treasurer holds, but it wasn't being released. At a minimum, John wanted to have an extension of the six-year maintenance agreement so that we could continue to make sure that 24/7 we had the ability to refresh the system if it happened to go down. UCA still has some funding problems and they are still trying to get their feet under them, with new people coming in and not knowing the system. They decided not to deny any grants but postpone them. The 6 months maintenance is the \$82,800 that we need to make sure the phone system is up and running on an ongoing basis. This should be reimbursed, but in the mean time, with them not having money available to be released, we cannot go without having that maintenance in place. John has asked for a 6-month agreement with Century Link, who subcontracts with West, who has the Viper system. The other budget is for the upcoming year. The biggest difference on the revenue side is growing from 2017 where we had \$5,734,000, generated by the 9-1-1 fee, and we are projecting for the upcoming year based on the revenues received each month since August 2017, \$7,400,000, a \$1,700,000 increase. Looking at call volume, we take 80% of all calls in the State and the 9-1-1 fees do compensate us for the calls coming in. Member Assessments numbers are exactly the same; there is no increase or change. Each city may see a little bit of a change because it's based on a 3-year rolling average; if a city had an increase or decrease of calls, they will see a slight change in the assessment. The overall assessment stayed the same. John wanted to keep this the same even though there are increased revenues coming in because there are additional expenses to talk about and he will ask for authorization. In implementing the new CAD, we are suggesting to move to the station alerting, away from Zetron, an older system that everyone would have to upgrade at some point in time. It is not digital and does take some time looking at sequential alerting of various stations. The new system is the US Digital Phoenix System. The new system would cost about \$36,731 per station. In the past with station alerting, the financial responsibility has been with each city and each fire department. John is suggesting that everyone be on the same page, upgrade at the same time and have it become a VECC expense. This then assures that every station has a minimum level of station alerting, it's digital where each station is alerted at the same time and immediately rather than sequentially, and it is also the system being used by SLC and Sandy, and we would all be on the same page throughout the valley. This new program also ties in well with the new CAD system and John is suggesting we do this with a municipal equipment lease, either a 5-year or a 7-year, so that we have the opportunity to pay this off and keep everyone's assessment the same. He recommends a 5-year lease. Mr. Gary Whatcott felt that the Board already gave this direction and asked if anything had changed since the initial discussion. John said the numbers are the same; he wanted to go through a brief RFP process so that he has a formal proposal, but it is one that we want to be compatible with SLC. He wanted to be sure we had this in place, and once we have it, he feels that with the budget blessing and past direction, he will just move forward.

The other increases seen in the budget are in the personnel department, and Jeff Monson commented that he feels we have come a long way in the past 3 years that have really helped us to becoming more competitive in the market. Turnover is always a challenge here. The Board has allowed us to make some adjustments and right now we are pretty competitive with the other agencies and Centers. For this year, we are asking for a COLA increase and an average 2% performance increase. Our topped out range employees haven't been moved much; compression has been created in the mid-range salaries. A few years back we received a bit of money to deal with some of this compression and this year we are asking for a bit more to move the compression again. Over the last year our turnover has gone down a little bit; a lot of the folks right now that are leaving VECC are leaving for personal reasons rather than because of pay. The medical insurance rates

went up 7.7% and our Dental decreased a bit going to a new company. On the medical insurance, we added an HSA as an option for our employees as well. Mr. Gary Whatcott asked that with the UPD/VECC merger if there would need to be money and adjustments to be budgeted for. John mentioned in the last UPD meeting, the merger was addressed and a target date of January 1st has been set. He has met with Sheriff Rivera and her staff to work out policies and issues that may come up. They are working on numbers right now; they have proposed a tentative pro forma and they are confirming numbers right now. John will put information out after it is confirmed. Projected call volume was brought up with the merger. John doesn't have numbers on this but they are being worked on. Looking at UPD and VECC calls, these calls are modified to project what the assessments will be. For example, duplicate calls are all removed and are not counted as individual calls. It is one call even if multiple calls have come in. John has not yet made these modifications for UPD but he is working on them. UPD is also a bigger entity than just police calls because they also have protective services, jail and a number of different things. For the first year, UPD will be charged the delta of what VECC's budget is as well as increase costs that UPD brings in. This gives us enough time to identify call volume. Jeff has been working with UPD's HR person to compare compensation between the two centers. UPD will be asking their Board for a 3% COLA and a 2.75% merit increase. John recommended that the meeting move to a public hearing and then once that is complete, go back into a discussion mode.

Mr. Gary Whatcott opened up the meeting at 1437 for a public hearing for current 2019 FY Budget for VECC. There was no one in attendance from the public who wished to speak to this item. Mr. Whatcott closed the public hearing at 1438.

Mr. Gary Whatcott then opened up the meeting at 1438 for a public hearing for the current 2018 Budget Adjustment for VECC. There was no one in attendance from the public who wished to speak to this item. Mr. Whatcott closed the public hearing at 1438.

Mr. Gary Whatcott asked John if he wanted to have further discussion on the budget. John recommended that the resolutions be introduced followed by discussion on it. Mr. Whatcott asked for a motion to Resolution T18-04 for the amendment of the 2017-2018 FY budgets.

Motion –

. . . By Mr. Dan Peterson; to approve Resolution T-18-04; the motion was seconded by Mr. Brett Wood; the motion carried unanimously.

Mr. Gary Whatcott opened the meeting for discussion of the 2019 FY budget. Mr. Dan Peterson wanted clarification on the salaries and benefits and the 20% increase. John mentioned that the detailed budget was sent out last week for review. He commented that the Administration cost center, in many cases, is the catch-call for a number of different things. In salary and benefits, what we are looking at is a 7.1% increase, which includes some of the things that Jeff discussed as well as other costs. In the summary category, it includes things like Medicare and disability. One of the biggest changes is the sick-leave buy-back program. Jeff Monson mentioned that VECC offers 96 hours of sick leave per year with a cap of 480 hours. We are challenged with the usage of sick leave; they look at it as a use it or lose it. He has been looking at ways that we can help incentivize employees to save their sick leave more. Some of the agencies will pay out a certain percentage of sick leave at the end of the year. The program Jeff would like to implement is every quarter those employees who have used less than 16 sick hours each quarter will be able to buy out or VECC would pay them 8 hours of sick leave. This would be paid and taken from their bank. At the end of the year, they would have been paid out a little bit of their sick time. We do not pay out sick leave or cash out sick leave upon termination or resignation at this point. Jeff is trying to incentivize some of our individuals to build up their banks and manage it better, utilizing their hours less. John said from a cost standpoint, we have a few employees who really push the sick leave to the limit. We have been tracking this and doing some disciplines for those who are the big abusers. From the financial side of it, if we have people calling out, we must backfill behind them and this is more expensive paying overtime. John feels there will be offset by implementing this and it is something that was added into the budget. Jeff also commented that there would be a minimum amount that employees would need to have and maintain in their banks before they can participate in this program. Sheriff Rivera asked when employees retire if they get any of their sick leave cashed out. Jeff mentioned that it is all lost. Sheriff said this would be an issue in coming over as some of their 20-year veterans have hundreds of hours of sick leave they have not used. They cash out 25% of sick leave unused.

Chief Peterson mentioned that he likes sick leave buy-out programs because it rewards the best employees; those that come to work all the time. The other line items in Administration are Health Insurance, State Retirement and the ICMA; the big ticketed items based on percentage. The 7.1% increase would be the 2% COLA, the 2% pay for performance and 3% management discretionary. It would not be across the board; the 2% is how it's budgeted for. A stellar employee could get more than the 2% but the average would be the budgeted 2% as there will be some who fail to meet expectations. Gary commented that he feels there are some board members who are not comfortable with the 3% discretionary funds. If money is left over, it's rolled into next years' budget. Chief Peterson is concerned with the numbers and he wants to see what it would look like and how it affects things. Gary asked if he was suggesting taking the 3% out and using it at the bottom end of the scale to adjust things, or to not spend it all. Budgeting 7% across the board for salary increases seems like a lot. Gary's fear is that when UPD and VECC merge, there will be adjustments to salaries that will need to be made. He's thought is to keep the funding but place it in another line account that suggests it will be used for adjustments when the merger happens. Gary is worried that there will be discrepancies or that they will need to come up with money to make sure people are left whole from those that come over. John said once the merged budget is together, he will come and ask for a budget adjustment that will include both sides. John has employees that are trailers right now, that are underpaid, and this was one reason he put it into this under the administration. VECC has not done training in the past 7 years and one thing added was \$90,000 for training. He believes that when we don't have training this is when we will make mistakes. John thinks that the training budget needs to be kept in. This is for those who work in his department; this individuals that recruit and train employees. It was proposed that every one of the salary lines go to 4% and then every bit of the 3.1% go into a contingency fund. Then the pieces are figured out and John will come back with a step plan and they will apply the money. Chief Peterson believes that a public document with a 7.1% pay increase is a bad message for the Board to send. It would give John the chance to figure a plan and come back to the table with fixes. He'd like John to use the money as a tool to propose how to retain people. He would prefer to see a very specific plan showing what needs to be done to get to a step plan and retain people. Mr. Gary Whatcott commented that he personally has discretionary funds in his budget to deal with individual employees, and he feels it should be there at a Managers level. He doesn't expect John to come back to the Board to suggest that someone needs an extra 1.5% in their salary. Mr. Mike Shelton said that John already has that in the 2%; he can allocate it as necessary. Chief Peterson likes the idea that there is money set aside for the merger as he feels we will need extra funds for this. He recommended leaving the number at 5.1% and roll the other over. That way, there is some money for these managers to deal with internal issues that come up. John feels like he has done a very good job with managing the budget; he under spends every year and he is happy to do whatever the Board directs him to do. If they are comfortable with a different number, he is fine with that; he would like to see the budget pass with any modifications the Board deems appropriate. If the number proposed isn't the right number, let's get another number in there. John suggested passing a resolution that directs him to change the percentage and perfect it before July; that gives the Board members a number to put into their budgets and move forward. Another option is to postpone the budget and ask John to bring a new budget forward, which he is happy to do as well.

Motion –

. . . By Chief Peterson; to reduce the budget to 5.1% in all salary categories, putting the balance into the reserve and look for a proposal to deal with the UPD merger and wage adjustments to compete with other Agencies; the motion was seconded by Mr. Mike Shelton; the motion passed unanimously.

Motion –

. . . By Mr. Mark Reid; to approve Resolution T18-05, to include an adjustment to every salary line to reflect 5.1%; the motion was seconded by Mr. Mike Shelton; the motion carried unanimously.

TECHNOLOGY AND FACILITIES

Mark Whetsel was going to address this, but he is out today. John commented that the main thing is, as mentioned in the budget meeting, the VECC building is 23 years old now and we need to start building into the strategic plan some improvements. Over the next 5 years we'll need to address the roof. A chiller was replaced last year and we have funding that doesn't increase any assessments to build into a rotation on maintenance on

the building, but it is something we need to start talking about. John requested a motion to move this to next month and then Mark can give a more detailed list of where we are and where we've been.

Motion –

. . . By Mr. Brett Wood, to table this discussion until next month; the motion was seconded by Mr. Mark Reid; the motion carried unanimously

EXECUTIVE DIRECTOR'S REPORT

CAD Project Update

John reported that they have determined to stand up the CAD in September/October. Initially it was this spring but there is no way we want to miss a date and have something fail and then try to stand it up during the busy fire season. There are contractual relationships that are in our favor because of where we are with other elements as well; in 14 days of standing up the CAD, we have the contractual obligation to stand up the other elements, RMS, FDR and mobile. This is moving forward and they are doing a site replication so that SLC and VECC have identical servers and software so that if one of the Centers goes dark, we continue operations without any disruption. This means that VECC will be able to dispatch not only VECC entities but also SLC/Sandy, and SLC will have the same capacity to do this as well. This should be completed within the next 30 days. Connectivity has been worked on to make sure that everybody is connected coming into this and testing right now is positive and switches are all in place.

UPD VECC Merger Report

Sheriff Rivera commented that they have started meeting and are getting committees together. Human Resources for both centers have already talked about pay and benefits; we are trying to keep things close so that no one takes a cut in pay. On ProQA, John said that the Call Taking protocol is Priority Dispatch, and when a call comes in a screen comes up with a decision tree. It guides them down the appropriate path for the call. Most of the law enforcement agencies in the Valley have come together; they had a luncheon yesterday and discussed changing this because ProQa does not give the information timely; it takes too long and asks too many questions. They asked that we start looking at alternatives, which must be compatible with Hexagon but it also has to be compatible with PD, Medical and Fire. John is putting together an RFI to see what's out there and he will publish it within the next few weeks and once he has the information, he'll bring it back. He suspects that ProQa will be one that responds and if they are the successful, best option for us, they we will need to work with them even harder that we have to change their methodology. Medical calls typically take call takers down the right path so that they have the right information to send the paramedics. On the other hand, police work is different; it's dynamic. Even if the information was accurate and a cooperative caller, by the time police arrives on scene, everything has changed. John doesn't want to take a lot of time, interrogating a caller, delaying a response that is completely different when the officer arrives on scene. Sheriff Rivera commented that she gets a lot of complaints from citizens that have called and want to know why the dispatchers are asking stupid questions that don't even apply. John also mentioned that he doesn't want dispatchers doing reports that officers should be doing. Chief Peterson commented that he is not a fan of ProQa; the Sheriff isn't either. He commented that it takes forever to get the processing through. He would rather the dispatcher get straight to the question, send the units and be done with it. Some of the average call-taking times are over 3 minutes before a notification happens. He is a big fan of getting the dispatchers straight to doing CPR over the phone. As John puts together the RFI, he will include Fire and Medical as well. Chief Peterson said that the problem is, if you don't use it, you'll lose accreditation, and he doesn't care. He cares about the performance measures that say answer the phone quickly, tell me quick and accurately, and that's it. He wants just enough information to be successful and then get off the phone. Chief Evans wants to know the proper unit that should go; he wants to quit sending an engine and ambulance on every call. If he can send a 2-person ambulance to a call because the call-taker asked 2 extra questions, that's better for him as the Chief and for the tax payers. He would suggest that John Inch let some of the Fire and Police look at it to see what it is and if it is actually better than what we have. John is bringing this up now because he was asked by the Valley Police to put together a document requesting information to see what's out there. He'll bring it back to this group so that they can pull in Police and Fire. Chief Peterson mentioned that SLC's processing times are significantly better because of their changes, going straight to a few questions and dispatching the call. John Inch said that the questions are run by the Police and Fire User groups; questions can be turned off or on, but it completely depends on what the users want. For VECC, we do what the agencies' request we do.

Mr. Gary Whatcott thanked Sheriff Rivera for finally pushing the merger through. Sheriff Rivera commented that she's heard that they have been discussing the merger since 1993, and she's wondering why they were still discussing it; she can see the benefit to it. She said it's been tough; they met with their dispatchers and it was extremely emotional, but they are making it equitable. In the end, those that benefit are the citizens, which is what it's all about. The transition will be made as smooth as possible and he is happy that we are moving forward. John Inch also commented that he appreciated the Sheriff attending the meetings because that hasn't always happened. The conversations are very candid without offense, but it moves the entire organization forward, which is one of the values he sees in this Trustees' group.

There were no other items to discuss at this meeting.

The meeting adjourned at 2:35 p.m.