

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING *January 10, 2019 – Meeting Minutes* VECC Board Room - 5360 S Ridge Village Drive West Valley City

MEMBERS PRESENT: Chief John Evans, West Valley City
Chief Jeff Carr, South Jordan
Chief Jason Mazuran, Unified Police
Chief Ron Morris, South Salt Lake
Chief Clint Smith, Draper
Chief Craig Burnett, Murray
Chief Jon Harris, Murray
Chief John Eining, Draper
Dep. Chief Chad Reyes, Herriman
Bat. Chief Chris Dawson, South Jordan
Chief Colleen Jacobs, West Valley City
Dep. Chief Paul Brenneman, Cottonwood Heights

OTHERS PRESENT: Chief Don Hudson, Unified Police
Bat. Chief Steve Holmes, West Jordan
Bat. Chief Mark Ownsby, West Valley City
Sgt. Sam Winkler, South Jordan
Dep. Chief Jeremy Robertson, West Jordan
David Spatafore, VECC Lobbyist
Warren James, US Digital Rep
Dave Shopay, West Valley City
John I. Morgan, VECC Executive Director
Jeff Monson, HR Manager
Mark Whetsel, TS Manager
Gigi Smith, PD Manager
Beth Todd, Fire Manager
Shelly DeJong, Operations Manager
Jonathan Bridges, Tech Services
Leslie Devey, QA Supervisor
Missy Widdison, QA Supervisor
Becky Nielson, Floor Supervisor
Ambir Widdison, Operations Assistant
Ty Rundle, Fire Dispatch/Hexagon
Andrea Partridge, Admin. Services Manager

APPROVAL OF MINUTES

Motion –

. . . **By Chief John Evans; to approve the minutes of the October 11, 2018 Board of Operations meeting; seconded by Chief Craig Burnett; the motion passed unanimously.**

LEGISLATIVE UPDATE

John Inch Morgan mentioned there were a few bills filed that he asked David Spatafore to mention. David said there were two or three bills to bring up. One of them is HB61 which allows fire to take a look at plats and approve them. This bill provides this for PSAP's as well. He asked for feedback in the future as to if it's a good idea or not. Transport and Bureau of EMS; there are or could be 3 transport bills. The first deals with non-emergency and behavioral health transport. Many private enterprises have gone in and decided to do the inter-facility transport of behavioral health patients. The bill will provide EMS with the opportunity to designate a non-emergency secured transport for inter-facility. It will also allow EMS to do investigations and promulgate any penalties if it's violated. The next bill will allow the dispatch center to determine what an emergency is and what's not. It also deals with tax dollars and 911 fees and using assessment fees to dispatch for a private entity. It's been made clear to Gold Cross that these are separate issues. The bill has not been noted yet; unless everyone can agree in the ambulance transport business, it may not be dealt with. There could be a third Gold Cross bill which deals with UCA. Radio fees have been eliminated. However, Gold Cross, hospitals, and

federal agencies still pay radio fees. Gold Cross filed that they are being singled out to pay; they started legislation to have their fees eliminated. They were showed who else is paying fees; it's not just them, and they cannot be segmented out to not have to pay them. They will be asking tax payers to subsidize a private entity, which David isn't sure we want to go there. There are other bills ranging from retirement on the Public Safety side to fire drills and police drills. John said he would post information as it comes out on the Drop Box. From a dispatch side, the claim from Gold Cross is if a call comes in from either a citizen or a medical facility, it comes in on a 911 line and it's processed as a 911 call, which our Medical Advisor has advises us to do. If a medical facility calls to have someone transported for dialysis, it is not an emergency; they shouldn't be using the 911 line at all, they should use the 10-digit line directly to Gold Cross. If a medical facility determines it's a 911 call for whatever reason, and we transport from one facility to another, it doesn't mean it's not an emergency. It's incumbent upon Gold Cross to go to all of their customers and have them contact them directly. John read an email sent from David Brickey with West Jordan, which is in the Drop Box. All agencies were invited to attend a meeting at the BMS meeting on Friday; John will be attending this meeting.

SERVICE AWARDS

Beth Todd and Gigi Smith awarded VECC employees Becky Nielson and Ty Rundle for their years of service. They also mentioned Jarom Brockbank and Sarah Mangum who were unable to attend.

USER COMMITTEE REPORTS

Police Committee Report

Sgt. Sam Winkler reported on Project Lifesaver, which deals with people with Autism and Alzheimer's who might wander away. There is tracking devise that agencies can sign up with and track these people down. NCIC NLETS had some issues which has been fixed and is working now. They are updating the language skills list so that VECC has a current list of what different officers speak different languages if it's needed. A code-4 check timer was added to motor assists for officer safety issues. There were questions on the police response on psychiatric when they are elderly, if they are violent, there were questions if PD should or should not go out. It was reminded that yes, police will respond with fire on those, even if they are elderly. Details will also be given out over the air. Alarms were discussed; how they are tracked and billed. The 10-80 policy was discussed as well as the edits for the 10-33 policy; the information has been given out. On coding the air, there was training with the dispatchers on beeping the air and separating channels to make sure the important information goes out. Leslie talked about situational awareness with regards to dispatch and call takers; if information is being received, they don't need to go through the questions if it's already been answered already; it helps calls get out there more quickly.

Fire Committee Report

Mark Ownsby reported that they talked about US Digital. They went over policy reviews. An upcoming UDOT training will be held on the 22nd. Salt Lake City will be switching their channels around and they wanted to make sure all our Fire units had their channels. Beth commented that SLC will switch to the sender/tender model like what VECC uses; they will use channel 1 to send, channel 2 to tend, and if they have a multiple working incident, they will start using their TAC channel as the additional working incident. This brought up a concern that we were not sure if our agencies had their TAC channels in the radios. Beth went out and did a quick survey with the agencies and more than 50% do not have TAC channels in the radios. This will require a patch to a channel, such as event 3 on SLC's site in order for our units to have interoperability. They also talked about UCA and their upgrade and how that will impact the fire side. Warren James mentioned that SLC contacted UCA on our behalf to see if they would come out and reprogram the radios that don't have the TAC channel and UCA told them no. They will not reprogram any fire radios until the P-25 upgrade is gone. The contact was just awarded 3 weeks ago; by the time everything is in place it will be probably around 2 years until the whole system state-wide is up. SLC city has offered to contact UCA again and ask if a standardized template can be developed amongst the fire departments, which should be pretty easy to do. They would ask if they build the load and then if SLC could help do the programming. Draper, Bluffdale and UFA already have their radios programmed. Warren would be happy to put together a template and put it out in the users committee to look at if the Fire Chiefs would like this. It is unsure how this will impact Sandy. If the Fire Chiefs will send Warren their templates, he will create one that matches for everyone.

Technical Services Committee Report

Jonathan Bridges reported on the UPD/VECC merger. Everything seems to be working so far; a few minor issues have come up, but from a technical perspective, things have gone smoothly. They discussed Hexagon, which will be mentioned later. For Spillman agencies, there is an issue with some new forms; TS is working with them to get this worked out. They had a catastrophic failure on some hardware. The new email system is up and 100% now. The new VECC domain is vecc911.com, without the dashes. They were also able to forward as well, so if an email is sent with dashes, it will forward to the new email. Chief Burnett mentioned an issue

with Spillman, issues with the Windows 10 upgrades and that it's not being serviced by Spillman and there are no patches. Mark mentioned that based on previous timelines with Spillman, it was negotiated to continue to maintain and support the existing system until Hexagon CAD comes on line. We have given them notice that we are officially leaving at a certain point but due to issues with the breach of contract, Mark hasn't gone back to them yet with an official day. Hopefully he will hear back with the progress of the timeline within the next week or two and then we can open additional options to get this resolved.

HEXAGON PROJECT UPDATE

John Inch Morgan mentioned that in October a letter of notice of breach was sent to Hexagon. John went down to Huntsville and spoke with them, informing them they were in breach because they weren't able to deliver the police RMS system on schedule. The initial schedule is that we would have a cut-over in November 2018. We agreed, due to coding problems with their RMS module, to kick this to April. In October, we were given notification that they could not meet this deadline as well, constituting the breach of contract. This breach in the original contract had three elements, two of which kicked in immediately. They had 10 days to acknowledge the breach, which they did immediately. After the 10 days, they have 60 days to come up with a cure to the breach. They came here and the Boards went into closed session, and they listened to the dissatisfaction with their customer service going into this and the continued extensions. Over the past few weeks, the attorneys that have been involved have been drafting a response to their cure, which states we are mutually responsible for missing the deadlines. It's the coding issue that has pulled this back, not only here but throughout the country and those using the Hexagon RMS system. This is the reason for the breach, not because of missed deadlines on each side. If we have missed deadlines it's because they have missed them in giving us the assignment. The attorneys have pulled together a response; it forces them to acknowledge that they are solely responsible for the breach. This is important because if this fully falls apart, it gives us the ability to have them reimburse us any monies paid to them at 1.5 times. This is to cover soft costs that we have invested and any replacement costs as well. This meeting was held on Monday and they had a draft that most people agreed to. It was strengthened yesterday and more specifics were put in. We have 8 days to go through the entire 70 days and respond to them and let them know. The motion was to give them an extension on the date to cut-over to November 1, 2019 and have them agree in a revised contract that if they cannot meet this date, then without litigation or mediation, they would just write us a check for 1.5 times the amount. It is unknown if they will accept this but nonetheless, this is what they accepted in the original contract, which is why it's there. John included the original contract in the Drop box. There is still some discussion going on about if there is trust to extend this date to them and maybe we just exercise the breach. This puts us in a position where we continue doing what we are doing. SLC is still interested in maintaining the coalition, as we all are, in records sharing, but the question is how we achieve this. SLC should be meeting on this day. If they take a different position, it is incumbent upon John to bring that to this Board with whatever their new position is next Wednesday. If there is no agreement with Hexagon, we will need to get back with Spillman and Versaterm and extend maintenance agreements to make sure they are carried through the rest of the year. They are both willing to support our needs. Mark Whetsel mentioned that VECC has equipment which will be the backbone and infrastructure for the Lenox-based Spillman upgrade. The resources are already in the works.

OPERATIONAL EVENTS OF NOTE

Fire Station Alerting

Warren James reported that South Salt Lake equipment is in town and they are working on configuration. West Jordan's equipment should be delivered today. Mount Olympus is installing at UFA currently. Once West Jordan and South Salt Lake's equipment is in, install at UFA will stop and they will work on these. Things are working well and they are very hopeful for a May 1st deadline. Some of the UFA stations have had a few issues with firewalls that may slow down things a little. Beth Todd said they put a group of train the trainers together and they came up with the training curriculum for training the dispatchers on the system. It was identified that some of the call processes need to be changed. There are a few calls where a fire call type will need to be created if medical needs to respond. Fire dispatchers will watch the narratives to see if medical is needed. Hydrant problems will now be a phone call to the station rather than being dispatched over the air. A new fire alarm code was created; the dispatcher will dispatch the call based on this launch code. On all other burn calls, the dispatcher will wait the 60 seconds for a final code and if ones aren't there after 60 seconds, they will dispatch a single engine to get someone started until they determine what type of call it is. For the stations still on Zetron versus those on the Fire Station Alerting, they are noticing at least a 30 second savings. Training will take another week and a half.

Significant Calls and Response

Ambir Widdison completed processing call stats for 2018. The Center took 260,000 911 calls and 403,000 Admin calls in 2018. The start to rise in call volume starts around 0600 and starts to decrease around 1800 with a peak between 1400 and 1600. The tallest call volume starts at 1600 where we take the most calls during this

time. In December, we hit nearly 5,000 calls per day. At 1600, we are at 89% of calls answered within 20 seconds; the NENA standard is that 95% of all calls should be answered within this time frame. Also, around 40% of the calls are 911 calls. Some of the 10-digit calls are emergency calls, but others are informational calls, field operators, and people requesting case numbers. We are looking at having a dedicated Administrative Call Taker to answer 10-digit calls only, allowing others to get to those 911 calls faster.

Emergency Television and ABC Project

Gigi Smith was contacted by a film company called "8 Hours Las Angeles" and they currently film a prime time TV show in numerous Countries called "Emergency Call". This just focuses on call takers, and they were referred to our Center, being a consolidated and very busy Center. They would like to come in around February and March and film the pilot for the US series to be shows on ABC. This show does not go into the field at all; it stays in the dispatch center. As far as confidentiality, it was indicated that names, addresses and phone numbers would never be broadcasted and they use a voice-type changer. They would like to come into VECC the end of January to take a look around and see if it's something that will fit what they are looking for. It has been taken to Gary Whatcott for approval and to make sure there was no liability we need to be concerned with. They are in process of putting together an access agreement for our lawyers to review. Gigi wanted to know how the Board of Operations felt about this. John felt like there was so much going on right now, he didn't know if he would support the interaction. Gigi felt it would bring more light to what call takers and dispatchers do, it would boost morale, and bring attention to citizens and possibly assist with recruiting. Chief Morris commented if it would help with retention and recruitment and if the employees are for it, he doesn't see the harm in it. West Valley asked that along with not having names and address that they also not mention agencies specifically.

Accreditation Achievement

Leslie Devey announced that VECC has received their reaccreditation in EFD. One of the points of accreditation is they sent a base-line report of when they started the QA process, in April 2014. High compliant scores were 12%, compliant was 25%, partial was 18% and non-compliant was 45%. We submitted September 2018 and high compliant was 60%, compliant was 18%, partial was 8% and non-compliant was 6%. A lot of progress has been made over the past 5 years. They invited everyone out to the floor after this meeting to pass out certificates and enjoy lunch with the call takers and dispatchers.

Operations Police Change Recommendations – Introductions

Gigi mentioned that they updated the 10-33 code. They have created a 10-33 status code; once this is heard, they change the status which will send out automatic notifications to agency administrators. The Fire BC will be notified for everything, the Captain will make the determination for staging, and once on arrival, fire dispatchers will keep fire updated. Once there is a unified command location, this will be addressed. With approval, they would like to move forward with this, push this out and get everyone briefed on it.

Motion –

. . . By Chief Jon Harris; to approve the 10-33 code policy; seconded by Chief John Evans; the motion carried unanimously.

Gigi asked if everyone would take this information back to their Users to prepare them for the upcoming meetings.

EXECUTIVE DIRECTORS REPORTS

State of the Center Report

John mentioned that he wanted to discuss personnel and benefits and asked Jeff to mention where we've been and what we are doing. Jeff Monson said that back in 2014 when John Inch first joined VECC, VECC was really struggling with turnover. In 2014, we were at 34% turnover. Throughout that time, with support from the Boards, we have been able to make some significant changes in salaries and some of the benefits we offer. In 2016, turnover was down to 25%, but then went back up to 36%. Wages and benefits were increased and in 2018, we were at 22% turnover; we have made quite a significant change, especially with the 3% unemployment rate in SLC. VECC is currently down to 76 full time employees, from the 81 authorized. Beginning January 1, 2019, we were able to merge or organization with UPD; it has been a wonderful opportunity. We are now Salt Lake Valley Emergency Communications Center. Policies and procedures have been combined as we've looked at the best of both organizations and combined them. There have been issues we have been working through, but we are getting past things. Tuesday, we had our first combined Supervisor meeting with everyone. 36 full time Communications Officers came over from UPD, which has really helped our staffing. They are also down a few employees, but we are recruiting and hiring to bring staff up.

Preliminary Member Assessments

John Inch displayed the numbers to be used for the assessments. The assessments are listed by agency and based upon a 3-year rolling average. These assessments are also located in the shared Dropbox for review. John has also included a slide program on how calls are processed for the assessments; which calls are stripped out and things. John will take the overall number of calls and divide that into the cost of providing dispatch which is where the price per call is developed. The By-Laws require the Boards to look at the methodology on a periodic basis. Next month, John would like to go through in greater detail how the assessment is done and maybe some other suggestions that have been made overtime, such as putting a component in there for population. John added population to one of the slides to give everyone a percentage of the total calls given the call volume and percent of call volume and the percent of calls given the population. This is one factor that could be put into the overall formula.

INTRODUCTION OF NEW BUSINESS FOR FUTURE MEETINGS

There was nothing else to discuss at this meeting.

The meeting adjourned at 11:55 a.m.