

## SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

### OPERATIONS BOARD MEETING *October 11, 2018 – Meeting Minutes* VECC Board Room - 5360 S Ridge Village Drive West Valley City

**MEMBERS PRESENT:** Chief John Evans, West Valley City Fire  
Chief Jeff Carr, South Jordan Police  
Chief Jason Mazuran, Unified Police  
Chief Jack Carruth, South Salt Lake Police  
Chief Ron Morris, South Salt Lake Fire  
Dep. Chief Kyle Shepherd, West Jordan Police  
Chief Troy Carr, Herriman Police  
Chief Clint Smith, Draper Fire  
Chief Robby Russo, Cottonwood Heights Police  
Chief Craig Burnett, Murray Police  
Chief Jon Harris, Murray Fire  
Dep. Chief Anita Schwemmer, West Valley City Police  
Lisa Burnette, SLC911

**OTHERS PRESENT:** Dep. Chief Matt Elson, West Valley City Police  
BC Bart Vawdrey, Draper Fire  
Lt. Chad Carpenter, Draper Police  
Sgt. Sam Winkler, South Jordan Police  
Warren James, US Digital Rep  
Dave Shopay, West Valley City Police  
Bill Romesburg, (Phone Bridge)  
John I. Morgan, VECC Executive Director  
Jeff Monson, HR Manager  
Mark Whetsel, TS Manager  
Gigi Smith, PD Manager  
Beth Todd, Fire Manager  
Leslie Devey, QA Supervisor

#### APPROVAL OF MINUTES

##### **Motion –**

. . . **By Chief Ron Morris; to approve the minutes of the June 20, 2018 Board of Trustees/Board of Operations meeting; seconded by Chief Craig Burnett; the motion passed unanimously.**

#### SERVICE AWARDS

Service awards were presented to Tony Bueno, Kathie Schutz, Rosa Olivos, Lin Shaffer and Holly Downs for their years of service with VECC. Gigi Smith also mentioned Call Taker Tyler Allen's situation with his baby son and gave out fundraiser information to the agencies.

#### UNIFIED POLICE DISPATCH MERGER WITH VECC

Jeff Monson and Mark Whetsel updated the Board members with items their department was currently working on in regards to the upcoming merger with UPD dispatchers.

#### USER COMMITTEE REPORTS

##### Technical Services Committee Report

The go-live date for the Hexagon CAD system will be April 14, 2019. The RMS will follow a few weeks later. The discussed the GeoMax redundancy on the microwave; there is a 1 gig connection between the servers at VECC and SLC. Station Alerting was discussed; the servers are in place, 6 stations are live on the system, however, 4 of these were turned off temporarily for testing. Issues with the WebRMS have been resolved and it is back up and running. On the VPN to SLC, CJIS compliance is required in order to change the VPN; agencies are working towards this and should be done relatively soon.

**Fire and Emergency Medical Committee Report**

Station alerting and the CAD were discussed at the Fire User meeting, and will be discussed later in this meeting as well. Issues with the Zetron outage were resolved; it was a battery issue that only UCA can reset. This will not be a problem with the US Digital System. The Spillman CAD outage was determined to be a memory issue; additional memory has been ordered to try and resolve future outages. VECC had several Comm. Chief call outs for the month; Chief Smith was out on the Herriman Fire and Bart Vawdrey assisted in the other two. Bart's experience helped him know what was going on in dispatch while he was at the command post. He experienced a few Captains that refused move ups when dispatch called; users will be going back and re-educating their people about what needs to happen and that refusals mean the Comm. Chief has to stop what he's doing and call the Captains to get things straightened out. The RTF equipment and response was discussed; CAD recommends being built in for Hexagon and having some specialized responses in Spillman. Leslie Devey advised the group about the EMD re-accreditation.

**Police Users Meeting Report**

BCI did a presentation on Cold Case. On NCIC articles, officers are requested to wait for their records department to enter these unless exigent circumstances arise. They were reminded of the next lockdown drill. VECC will be hosting a Domestic Violence training in November; if any agencies want to assist, please contact Gigi Smith. There is also a Poison Control training on the 23<sup>rd</sup>. They discussed long form versus short form reports; it should all be consistent with Hexagon. SLC Crime analysis was discussed. It was recommended to always use NCIC codes; Lisa Burnett will send what she has on found codes out, and it was asked if Fire wanted to use them as well.

**OPERATIONAL EVENTS OF NOTE****Fire Station Alerting**

There are currently 6 stations on the system, US Digital has certified them. Stations 72, 91, & 92 are live and they are building the server database. Calls have been sent on the system. Bench setup on West Valley is scheduled for next week, then Murray and Draper. They cannot bring them up live until all stations are switched over; they will remain on the Zetron until they are moved over. The cutover goal for 72 is October 21<sup>st</sup>, and the rest will cut over one and a time. They expect to be half ready by October 31<sup>st</sup>. Training and coordination done by Mark Whetsel and then end user training will happen.

**Fire Chiefs' CAD Status Demonstration**

The demonstration was a success; the Chiefs were shown the option for recommends.

**Call-Taking Protocol Policy & Software Update Changes**

The CT Protocol has been matched with SLC; both are using Standards 10 now. Priority Dispatch is willing to listen to us and our requests for changes. The EFD re-accreditation will be completed first. AQUA Ascent is not being used to QA calls; the philosophy has changed & PFC's can be implanted faster now.

**HEXAGON IMPLEMENTATION UPDATE**

Bill Romesburg reported (via the phone bridge) that the CAD/MPS elements remain in good healthy shape; testing will be done next month and interfaces are under way (Station Alerting, Image Trend, WebEOC, Coplogic, Interra, etc.). There are 21 CAD-related interfaces that are on track and the suggested testing dates will be mid-November, pending approval. RMS has been an ongoing issue; Hexagon has requested an extension and they were given a max window through April/May 2019. It was realized that Hexagon will most likely not be ready until August/October 2019; the CAD Management team is not happy with this and informed Hexagon this is unacceptable. They will need to come up with an alternative plan and present it to the Management team. Moving the CAD date would pose an enormous problem and cause cascading effects with the interfaces. They are keeping the go-live date for the CAD and have scheduled the next VPA to discuss using Informer and also will look at interfaces for the RMS. Informer will not work for Spillman due to its platform. It was asked if the Chiefs would entertain the idea to move to Versaterm RMS. The Hexagon RMS has flawed coding that they have not been able to correct; the Management team is looking at modifying the contract to include an RMS interface and not pursue WebRMS at this time.

**FIRST QUARTER FINANCIAL REVIEW**

John Inch Morgan has put the financial review documents into the shared Drop Box for everyone to review.

**OPERATIONS POLICY CHANGE RECOMMENDATION – INTROUDUCTION**

John Inch Morgan at the next meeting to look over some of the new policies that have been discussed with ProQa and the merger.

**INTRODUCTION OF NEW BUSINESS FOR FUTURE MEETINGS**

Chief Jon Harris mentioned the Veteran & Fire Responders Suicide Awareness Event that Murray Fire is participating in; it will be held November 3<sup>rd</sup> from 1700-2200.

There were no other items to discuss at this meeting.

The meeting adjourned.