

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING

April 11, 2019 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City

MEMBERS PRESENT: Chief Jeff Carr, South Jordan Police
Chief Jack Carruth, South Salt Lake Police
Chief Craig Burnett, Murray Police
Chief Jon Harris, Murray Fire
Chief John Evans, West Valley City Fire
Chief Troy Carr, Herriman Police
Chief John Eining, Draper Police
Chief Colleen Jacobs, West Valley City Police
Chief Terry Addison, South Salt Lake Fire
Chief Randy Thomas, UPD
Chief John Roberts, Bluffdale Fire
Chief Derek Maxfield, West Jordan Fire
B/C Bart Vawdrey, Draper Fire
Chief Lee Ascarte, UFA
Chief Chris Dawson, South Jordan Fire
Chief Samuel Winkler, South Jordan Police
LT. Jeremy Robertson, West Jordan Police

OTHERS PRESENT: Dave Shopay, West Valley City
Warren James, Bluffdale Fire
John Inch Morgan, VECC Executive Director
Dave Sanderson, VECC Finance Manager
Mark Whetsel, VECC TS Manager
Beth Todd, VECC Fire Manager
Gigi Smith, VECC Police Manager
Shelly DeJong, VECC Operations Manager
Leslie Devey, VECC QA Supervisor
Missy Widdison, VECC QA Supervisor
Tammy Cornelison, VECC Admin/HR Assist.

APPROVAL OF MINUTES

Motion –

. . . By Chief Colleen Jacobs; to approve the minutes of the March 14, 2019 Board of Operations meeting; seconded by Chief John Eining; the motion passed unanimously.

USER COMMITTEE REPORTS

Law Enforcement User Committee Reports

Sgt. Sam Winkler reported they talked about the Rapid SOS that SLC is using, it's technology out there that can be signed up for free; cell phone companies collect extra data when it comes to locations and does not replace the ani/ali. It's additional information to help locate cell phones. VECC is looking to get a presentation on this. National Telecommunicators Week is coming up and there is a sign-up sheet for the BBQ coming up and they reminded the officers that if a dispatcher does something good, they would like to put that kind of things up on their bulletin board. Along with the email sent regarding the Rapid SOS, John asked if anyone was interested in seeing a demonstration and he would be happy to set one up. It provides a bit more accuracy to the cell phone rather than just hitting off the towers. Since there is no cost to VECC, it may be something we want to pursue. There are several entities around the state that have this. Beth Todd further explained that it provides more accurate information from wireless devices rather than relying on the wireless providers to give us the tower locations. They have partnerships with Apple and Android right now where they have a GPS locator on the device itself. The Board wanted to at least look at it further.

Fire and Emergency Medical User Report

B.C. Bart Vawdrey mentioned that Sgt. Winkler covered many of the things they covered in their meeting. On the station alerting, they are still completing installation and rollover will be on April 29th. The DRC reminded everyone

to make sure they get someone to the DRC meetings; they are the last Wednesday of each month. EFD Version 7 was discussed. It came out with several added Fire Codes. Warren James is taking each of these codes and finding the closest match that the city currently has to that code and building a list; he'll have it sent out by Monday for review. There are 938 new codes. He also mentioned the Rockstar bulletin board, which highlights calls that the dispatchers handle. It showcases some of the good work they do at VECC. They approved a few policies to include dispatching an apparatus after 3 minutes, it was all things discussed at the meeting last month. UFA had some concerns about some of the calls on the boarders, especially when PD was on scene, dispatching the wrong units out and wrong cities. They will get Beth specifics and discuss it further at the next meeting. John Inch commented that a lot of times a police call will come in along a border and different agencies respond. Once on scene, sometimes it's determined that medical is needed, which complicates things even more. Depending on the nature of the call, fire or medical may need to stage, and without coordination, it becomes difficult. This is something that needs to be worked through and identified. One of the complications of having 2 CADs in those border cities causes frustration for those responding units. Someone commented that a reporter got a report from a veteran firefighter about a delayed ambulance on an accident with resulted in a fatality due to interfacility transports. John explained that an interfacility transport is when a medical facility calls in to transport a patient from one area to another. Our medical advisor has determined that if it comes in on a 911 line, we treat it as a 911 call. We will not second-guess a physician or clerk at the direction of a physician that the call is not critical. This is a debate going on for some time. The information this reporter received is that we are handling a non-critical transfer, an ambulance was dispatched to a medical facility, and because they were out of service in a traffic accident, an individual perished. Geana Randall has told him we are 5 to 6 deep as far as ambulance availability and as far as proximity, we can cover those calls in just about the same time even if we do have one ambulance out of service. This is the stuff that is going on that we need to be aware of.

BUDGET AND FINANCE

John Inch Morgan displayed the budget which is also located in the shared Drop Box. He went through and identified some of the key issues. On personnel costs, he added a 2% COLA adjustment and a 3% pay for performance. At the last budget meeting, it was suggested that we reverse this and do a 3% COLA and 2% pay for performance, at John's discretion. Dave Sanderson mentioned that the member assessments stayed the same as last year and went down a bit due to Herriman and Riverton. The biggest change was adding the UPD budget to the existing budget, adding about 50 employees; personnel costs went up. UPD will pay the different from their budget. John said that UPD is such a big component, he decided to put them in as their own cost center. With Herriman, Riverton and UPD, we have estimated their costs based on a few things, one being the 911 calls coming in. The budget is broken into call centers; Police, Fire and Call Taking. UPD will become a cost center and then next year, they will be merged together once we have an identification of how we do the assessments. This latest version is the result of the Budget Committee and discussion we had with the Board of Trustees. This board will make a recommendation to the Trustees Board so that these assessments can be woven into your city budgets.

Motion –

. . . by Chief Robby Russo, to approve the budget as presented, the motion was seconded by Chief Troy Carr; the motion carried unanimously.

Discussion of Resolution T19-07 – Major Expenditures related to Public Safety Software

John Inch Morgan explained that Resolution T19-07 is specific to the Spillman and Versaterm upgrade. Looking at the maintenance costs built into the budget right now, Versaterm is much less than Spillman; John will need a budget adjustment if we execute the contract. The server has been in existence for 29 years as an AIX server, and Spillman has migrated to a Lennox server system. In different meetings, there has been no direction; every has different opinions. In the next Resolution, John has requested more input and direction for him to do something. If we don't have direction, it's incumbent upon us to do the upgrades. Without Hexagon cutting over in April, as they were designed to, and as we have given notifications of the contracts with Spillman/Versaterm ending in April, we must do something to keep running. If we don't get a maintenance agreement with Spillman and this goes down, we go down to paper. The backup plan is to try and move everyone as quickly as we can, but if this isn't the decision we make, it's one we are forced into. This is the same situations with Versaterm. There are 2 CADs operating on the floor right now. Versaterm hasn't been upgraded for 5 years as well and it is something we need to do to have continued functionality with all the changes. Chief Carr asked if we make the decision prior to doing the upgrade, will it save the money for an upgrade or do we have to do this anyway even with the Legacy systems we have to maintain. John said they are 2 different issues. If someone at their police department has the Legacy RMS system, that is something they must identify if they want to maintain the system and pay the costs. It depends on how quickly we move to an alternate system, if that's where we go. There are a few agencies that have chosen to have the RMS on VECC's system; we need to upgrade that. Most of the others have chosen to maintain their own RMS servers and so any upgrade would be on them going forward.

John feels we need to have a unified system, and everyone needs to know where we're going. Chief Jacobs asked what the timeframe we are looking at for these upgrades. John would like to get it scheduled as soon as possible. Both vendors are requesting decisions because they are scheduled very far out, and we'll need to get in line. Mark Whetsel commented that for Spillman, we have a penciled in date to begin the upgrade, if approved, mid-July. The most current upgrade to the Versaterm would begin in December or January, so this tells you where we're at. The feedback Mark was given was to consolidate all the Spillman users to a central server housed here at VECC. The biggest price tag of the quote includes servers and storage to accommodate this, \$329,218. This allows us to have a storage area and network attached to the servers that have their calculations using current data base and projected growth, a 48-terabyte system and then migration for the individual agencies that don't currently reside on here takes it up to \$463,078. Maintenance and support for the hardware is \$62,160 annually. On the Versaterm side, their quote to maintain maintenance support and software is \$118,738. This does not include the upgrade coming in Dec and Jan. The cost of the upgrade was \$31,950.

The first Resolution asks for a budget adjustment, which is why John tied it to the budget line itself. There will be more funds next year to do these upgrades. The tie between the 2 Resolutions is if we should spend money on either side without choosing a common CAD. Whatever we spend could be very short term depending on which way get go. John has had conversations with Trustee members this morning who say we should try and revive Hexagon, and some have said we should just determine which one we are going with, as we have given termination notices to both entities, and then to expand the contract would be something permitted under law. Other members want a full-blown RFP, which possibly could be problematic for us because we can't issue an RFP unless we have the capacity to perfect and execute it. An RFP could be anything from Spillman or Versaterm to Tri-Tec and we do not have the capacity right now to have \$7 million to buy licenses for everyone. A limited RFP has been suggested, which has stirred a lot of discussion that it is not the direction we want to go. Trustees must give John direction on what we want to do, and the options are enter a contract with Spillman and Versaterm for these maintenances and upgrades, continue to operate the way we are operating, or do a full-blown RFP, and it will take a few years before cutting over. A limited RFP would shorten the time and expenditure and these maintenance hardware costs may not be well spent. If we can get them to expand the licenses, it could be 6 - 8 months to get everyone up and running. The other option to go to a sole source, there must be a justification for compatibility or expansion of the system and is probably riskier from a legal standpoint because there would likely be a challenge. John would recommend not doing the upgrades, however, the liability is that if the system goes down, the alternate plan is to try and move everyone over immediately to accommodate that. Or we go back to how we did things 20 years ago, which is not a good option. John mentioned Resolution T19-08 which directs the Executive Director to work with coalition partners to issue an RFP for a single platform public safety software solution. This has caused some concern with some people, but it's very generic going into it. The resolution consists of 4 different options; a limited selection process of the two current public safety software systems and prepare a recommendation for the governing board; issue a full RFP to all qualified public safety software vendors; expand the contract with Spillman or Versaterm and terminate the contract with the other vendor; or continue to work through the mediation process with Hexagon. John is trying to provide options, Operations will make a recommendation and have the Trustees give him some direction. Chief Carr believes these are the options discussed for a few months now. The grant money should be considered as well. VECC entered into a contract as the grant was awarded to us. The Legislature isn't going to grant money without having strings attached. They facilitated the grant monies through UCA. We were awarded \$6,000,522 for this project; and it was by Resolution of this Board and agreement of the governing board of SLC that by taking this money, we would pursue a common CAD platform for the entire valley. The strings attached is that we will have a single CAD. If we deviate from this, we have an obligation to pay back this money, which right now is about \$5.2 million. We have paid Hexagon more than \$3 million, and the \$5.2 million includes the Project Manager and the hardware we have already purchased. SLC has also provided \$1,377,000 and that was primarily for hardware as well. We are not double counting this; it's still money we have in the bank because UCA compensated us for this amount. We also received a grant from Homeland Security for \$77,000 which is probably not in jeopardy, but the County and grant money is something that if we don't use it for the purposes for which it was granted has some liability. The liability to the Count is that SLC, SLCO, and VECC entered into a separate Interlocal agreement that accepted these funds and designated the use of those funds. Chief Evans mentioned that it was for a CAD system and that any RMS can be used. There was a question on option 4 with regards to mediation with Hexagon and John Inch informed everyone that we are in mediation with them right now. Yesterday, briefs were exchanged. John received Hexagon's brief from our attorney and Hexagon's position is that they can still deliver, they just cannot deliver on time. They can create an RMS system that will work, but it probably won't happen until 2020, and this is without the reliability and testing and those types of things. Hexagon has put all the blame on us, that we have not responded, not put together our connectivity, and they have discussed everything except the one issue, the cause of breach, and it is their inability to deliver a full-functioning system within the 14 days they had agreed to do it. They have agreed that they will release the RMS components on a quarterly basis over the next year or so, and that wasn't even definitive going into this. Our position, going into it, because the Board of Trustees directed to

give them notification on termination was that the relationship cannot be repaired, and we want our money back at one and one-half times. On the 17th at the next Board of Trustee meeting, the attorney's will be here again to clarify what the positions are and what the options are. On the 23rd, we will enter mediation. Through this whole process, we have been communicating with opposing council and with the mediator. The Mediator is Jim Jardine, a very prominent attorney in the valley. It will be a good mediation. John went through his PowerPoint presentation which included the mediation schedule and options to replace Hexagon. Chief Carr asked how Salt Lake City and SLVECC's relationship and the mandate for a single CAD play into the procurement process in John's opinion. John said that as partners, they could go through the same process with us. They could agree to an RFP or a limited RFP and make that determination of what is best. John feels the best solution is to work together and identify the common solution that is the most beneficial for everyone in the Valley. If someone takes a hard line and doesn't want to it, there is evidence right there that they are the ones breaking the coalition. If SLC doesn't want to look at any alternatives, that will play into the discussions we have as to whether we stay together as a coalition or not. The State funds requires a common CAD. We all have an obligation based on the agreement that this is where we are going. The Legislation created a restricted CAD fund; the rules promulgated after this were that these funds can only be used for a common CAD and associated products. Warren James mentioned that the group wouldn't bid Tri-Tech because we don't have the budget to do this, but we don't really know that, and they were one of the original 4 bidders; he is confused if we are going to go out and allow Spillman and Versaterm an opportunity, why we won't at least extend the option to Tri-Tech to bid as well. John commented that the two incumbent legacy systems are Spillman and Versaterm; that gives us the ability, because we have them on board, to purchase those licenses. Also, that is replacing all licenses coming in; we know what they bid before and it's far beyond anything we have in the bank. We are precluded from putting out an RFP if we know that we can't perform on one of the RFP's coming in. Someone could come in much higher no matter what; that's what happened with Motorola with this bid process; they were up around \$15 million. In looking at what they bid in the past and what their contracts right now are proposing for like-sized organizations; it's looking at our best guest on the transitional costs. John said we are making the decision based on what's out there. There is an option to do a full RFP, which can be recommended. Chief Evans commented that the decision to pick between Spillman and Versaterm is based on the RMS system; not basing it on what the grant was for, a CAD. RMS needs to be taken out and a decision needs to be made based on a CAD. Chief Carr's opinion is that the RMS is critical for police, but Chief Evans is saying the CAD is critical for Fire. There are police and fire agencies all over that have a CAD system and a separate RMS; they just tell whoever the CAD system is that they will dump this in to whatever RMS system is wanted.

Motion –

. . . by Chief Robby Russo, to not put out a limited RFP, and recommend to the Board of Trustees to go with the Versaterm CAD as a sole-source provider; the motion was seconded by Chief Randy Thomas; roll call vote was CHPD – Yes, DPD – Yes, HPD – Yes, MPD – Yes, SJPd – Yes, SSPD – No, WJPD – No, WVPD – No, UPD – Yes, Bluffdale FD – No, MFD – No, DFD – No, SJFD – No, SSFD – No, UFA – No, WJFD – No, WVFD – No the motion failed.

Motion –

. . . by Chief Colleen Jacobs, to wait for the mediation outcome, for current needs, upgrade both systems and in the future, put out a full RFP; the motion was seconded by Chief Terry Addison;

They discussed the fact that a full RFP would not work, there aren't the funds available to do this. They talked about an amended motion to drop the RFP part and for now just wait for the mediation outcome and upgrade both systems.

Chief Jacobs amended her motion:

Motion –

. . . By Chief Colleen Jacobs, to wait for the outcome of mediation and upgrade both systems right now to continue to function; the motion was accepted and seconded by Chief Terry Addison; roll call vote was Bluffdale – Yes, MFD – Yes, DFD – Yes, SJFD – Yes, SSLFD – Yes, UFA – Yes, WJFD – Yes, WVFD – Yes, UPD – No, CHPD – No, DPD – No, HPD – No, MPD – No, SJPd – No, SSLPD – Yes, WJPD – Yes, WVPD – Yes - The motion passed.

Chief Jeff Carr thanked everyone for the professionalism shown and for their participation.

The meeting adjourned at 12:09 p.m.