

## SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

### OPERATIONS BOARD MEETING May 10, 2018 – Meeting Minutes VECC Board Room - 5360 S Ridge Village Drive West Valley City

**MEMBERS PRESENT:** Chief John Evans, West Valley City  
Chief Clint Smith, Draper  
Chief Colleen Jacobs, West Valley City  
Chief Jason Knight, South Jordan  
Chief Richard Davis, West Jordan  
D/C Joe Tarver, Murray  
Chief John Harris, Murray  
A/C Paul Brenneman, Cottonwood Heights  
Chief Lee Ascarte, UFA  
Warren James, Bluffdale

**OTHERS PRESENT:** Terry Addison, South Salt Lake  
Andrew Haygood, TS Chair  
Sam Winkler, South Jordan  
Lt. Justin Hoyal, UPD  
Drew Sanders, UFA  
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  
Leslie Devey, QA Supervisor  
Missy Widdison, QA Supervisor  
Ambir Widdison, Operations Assistant  
Andrea Partridge, Admin. Services Mgr.  
John Meza, Dispatcher  
Chrise Vawdrey, Dispatcher

#### APPROVAL OF MINUTES

##### **Motion –**

. . . **By Chief Clint Smith; to approve the minutes of the April 12, 2018 Board of Operations meeting; seconded by Chief Colleen Jacobs; the motion passed unanimously.**

#### SERVICE AWARDS

Gigi Smith presented Awards of Service to Krystle Gardner for 5 years, Terry Shaw for 25 years, Leslie Devey for 15 years, Brandy Anderson for 10 years and Kat Kayser for 5 years. Gigi and Beth also wanted to recognize Kathie Schutz and Jessie Onstott for saving a life and passed around the plaque with their names on it.

#### USER COMMITTEE REPORTS

##### Technical Services Committee Report

Andrew Haygood commented they discussed the new timeline with the Hexagon project which will be April/May of 2019. The hardware for the direct connection from VECC to SLC has been purchased, they are just figuring out the timeframe of when it will arrive. At that point, the Geomax connection will be set up.

##### Law Enforcement Committee Report

Sgt. Sam Winkler mentioned there were agencies with concerns on NCIC hits; they didn't like the calls holding and it was decided that the dispatcher would advise the supervisor as soon as possible. There were questions on whether they needed to respond on OSHA or Fire incidents; they will still respond on them and then they will be advised when they get there if they need to stay or not. Lockdown drill reports went well in April; the next drills will be in July. There were issues on the dispatch side that they are fixing as well as training they will be working on. For those in West Valley, dispatch has hang tags now so that they can identify those that are supposed to be in the VECC parking lot for USANA events. The 3SI meeting will be in June and an upcoming Animal Control meeting. They will also be meeting to figure out the 10-33, 9-1, 10-78, send me a

back and come up with a unified code so that not everyone is responding when they don't all need to. A reminder, if units are available, they will be dispatched out instead of checking for available units.

### **Fire and Emergency Medical Committee Report**

D.C Terry Addison discussed the US Digital municipal equipment lease which will be discussed later in this meeting. They talked about July 4<sup>th</sup> staffing and discussed some extra staffing with call taking, dispatching and supervisors and the operating units will go to direct dispatch until around 2100 to try and stay ahead of everything. Lin advised everyone that the recommends for West Jordan, South Jordan, West Valley and Sandy's Hazmat have been updated. Beth gave an update on some of the EMD codes that need to be looked at further. Leslie and Missy gave a report on the National Academy Navigator Conference. The release of EFD Version 7 is being postponed until August or September; they need to make some changes due to the California wildfires they had last year. The Call Takers need to give some life-safety instructions out to the people calling in instead of trying to get an exact address as quick as possible, as there were some problems that came out of that with the California fire. It was reported that all the units did well on the lockdown drills.

### **NAVIGATOR CONFERENCE REPORT**

Leslie Devey and Missy Widdison reported on their attendance at the Navigator Conference in Las Vegas Nevada. The theme of the conference was "All In" which Leslie and Missy both want to use as a theme for VECC for this year. They mentioned that one of VECC's call takers, Matt Schlentz, was nominated for Dispatcher of the Year. While he didn't win, they were very proud to have him represent VECC and to be part of the conference. Leslie mentioned they have now released Standards 10, the new Q standards which VECC will adopt hopefully by June. They had 104 Proposals for Change and 100 of them were accepted; one of VECC's paragraphs is verbatim in the standards now, which is really great. They are listening to us and they are responding to our requests. They were hoping for the fire update, but because of the changes in California and the fire there, they did have a lot of changes that needed to be updated.

### **OPERATIONS POLICY REVIEW**

The VECC Managers spent time going through, reviewing and updating all of the policies and procedures. They have not all been finished, but 102 have been completed so far. Gigi would like to know what the Board would like done as far as advising or bringing them to the agencies attention; making sure that what has been decided internally is in agreement with how they should be handled outside. She is looking for direction; if the agencies are comfortable with sharing information with the User groups and then if they have any questions, it will be brought to Operations for review. The Board wanted them to go to Users first. On Fire, Beth mentioned they would be concentrating on updating the training materials for the dispatchers and making sure they include all the policies and changes that have been going on. On the Emergency Operations section, we have had several employees bring questions and concerns forward about what to do in case of an evacuation at VECC. There is a policy in place, but we have had some technological changes since the policy was developed. We will be updating this to take into consideration the move of UPD to VECC as well as the new CAD and telephone system. Finally, we are working with the Emergency Coordination Center with the County to bring classes in for the Incident Management Team. Gigi commented with UPD moving over, the priority for the next set of policies will be those that are multi-disciple; anything with both police and fire responding, so that we're sure we are all on the same page.

### **REVISED OPERATIONS BOARD MEETING SCHEDULE DISCUSSION**

John wanted to bring up the idea of having combined Operations Board meetings quarterly and on the two other months, we would have a Fire Operations Board and a Police Operations Board so we could get into a more in-depth discussion. John put together some discipline-specific types of things that the Operations Board may want to get into. He suggested that these continue to happen the same date and same time so that both Fire and Police can convene both together. He presented it to the group for discussion and for direction. Chief Evans mentioned that this has been brought up a few times over the past few years. All he needs is direction on what the Board wants to do. The group felt it was something worth trying out.

#### **Motion –**

**By Chief Richard Davis, to approve the revised Operations Board meeting schedule; seconded by Chief Jason Knight; the motion carried unanimously.**

John asked everyone to take a look at the discussion topics he listed to see if they are relevant or if something else raises to a higher priority they would like to discuss. One thing John put down to discuss is the Call Taking protocols, something that both Fire and Police have to deal with almost immediately. There is an RFI that is being developed right now; they still need Fire to get together and look at the protocols. The Police Users have met to identify which questions need to be asked; if there are 6 questions that will satisfy sufficiently to get the

agencies out the door, they can then ask supplemental questions. Chief Knight recommended taking the July meeting out and pushing the schedule down by a month, as the Users usually take the July meeting off. John asked users to let him know of anything that needs to be revised, and then it will go out. It will also be given to the Board of Trustees so that they can have some input into topics that are important to them.

## **EXECUTIVE DIRECTOR'S REPORT**

### **Technology and Facility Planning**

John mentioned that the UCA has been making a lot of changes; some of it has been directed by the last 3 years of Legislation which initially created the UCA. It gave additional funding both to dispatch centers and to the UCA to deal with certain things. Historically, there has been \$0.09 on every phone line used to help dispatch centers and PSAPs to buy essential equipment. For VECC, some of the biggest equipment that we've purchased is the Viper phone system that is really a coalition with entities along the Wasatch front, from Weber, Salt Lake City, Bountiful and UPD. This is becoming end of life; we are in our 5<sup>th</sup> year now and had a grant into UCA to rebuild or upgrade and then extend the maintenance to a 6<sup>th</sup> year. Mark has acted as Chairman of the coalition and submitted the grant; it was reviewed yesterday. There were some issues but Mark is working with UCA to work out a plan where VECC can be reimbursed for the funds to maintain us now through July 1, 2019, when they will have their plans and RFP's on a state-wide solution. They are looking at extending the maintenance agreement. One of the changes is when the maintenance and upgrades have been done in the past, UCA would direct pay to the vendor. Now with the new strategic plan it will be a reimbursement. In yesterday's meeting they voted to decline the grants because there had not been a prepayment. What they require now is a letter, a payment, to Century Link and then they will reimburse within 24 hours. At the next Board meeting, John will request an amendment to the budget which takes into an account the share for VECC. He will write the letter, submit it and then put it into the budget. Next week at the Board of Trustees, John will ask for a budget adjustment for \$226k and then they UCA will reimburse.

### **Hexagon Project Status Report**

John said they have mutually identified a new time line. The first time line was pushed back because initially, we were scheduled to start testing and go live in April and May. It was determined this would not be the best option for us. Even if everything went well, training everyone through the summer was not a good idea. He requested Hexagon move it to September and October. Subsequently, Hexagon now has asked we move it one more time as they try to perfect some bugs they have the Police RMS system. Everything will be pushed back. The contract written required Hexagon to stand up the various modules within 14 days and John believes this is the best we can do rather than implement a little at a time and then hope the rest will come on line. We will begin training, start getting that out now, stress test it and then have the cut-over in April or May of next year. John is requesting a police representative from VECC to sit on the Management Team Board. There are currently 4 members on the Board, Chief Evans, John Inch Morgan, Scott Carver and then the vacancy from Chief Doug Diamond. John mentioned that Chief Jeff Carr did volunteer for the Board; he said he was willing to do it. Chief Evans mentioned that he spoke with Chief Jeff Carr as well. He mentioned that it needs to be fairly quick. VPA is next Thursday and it was recommended to discuss this issue at that meeting. John requested they let him know as soon as possible.

### **Fire Station Alerting – Resolution T18-06**

John will be presenting this Resolution to the Board of Trustees. This gets down to the funding mechanism for the Phoenix Station Alerting. In talking with different Bond council and with US Digital, this has been kind of a moving target. John has sent a few different memos out which contradict each other; the first from US Digital insisting that each entity send out their own PO. The idea all along is to do a municipal equipment lease, but Bond council took a recalcitrant position saying that if VECC is responsible for this, there must be collateral. If the station equipment is in the station and owned by the city, they couldn't pledge that collateral. John has gone the rounds trying to identify the best method to deal with this. The alternated course that John is currently pursuing is to do a revenue bond, pledging the additional revenues that we have coming in from the 9-1-1 fees. We have sufficient revenue to take a revenue bond and this is the collateral we will use. Everyone will still do PO's, own the equipment and maintain the warranty and still deal with what we need to financially without increasing any of the assessments. VECC will reimburse everyone for just over \$36k for base equipment per station and it will be financed through the bond rather than through a lease. It will be a 5-7 year commitment and as revenue comes in, the debt will be brought down as quickly as possible. John will send out a new memo so that everyone knows exactly what's happening.

### **Q3 Financial Report**

For this year, VECC received about \$250k each month than what we've had in the past. Looking at where we were in 2017, we are receiving significantly more.

**NEW BUSINESS INTRODUCTION OF TOPICS FOR FUTURE MEETINGS**

There was nothing new to discuss at this meeting

The meeting adjourned at 11:18 a.m.