

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

May 15, 2019 Meeting Minutes

VECC Board Room

5360 Ridge Village Drive, West Valley City

MEMBERS PRESENT:

Mr. David Dobbins; Draper
Mr. Konrad Hildebrandt; Riverton
Mr. Mark Reid; Bluffdale
Mr. Wayne Pyle; West Valley City
Mr. Ryan Carter; Riverton
Mr. Kyle Kershaw; South Salt Lake
Mr. Brent Wood; Herriman
Mr. Doug Hill; Murray
Sheriff Rosie Rivera; SLCO
Mr. Mike Morley; Alta
Mr. Dan Petersen; UFA

MEMBERS ABSENT:

Mr. Gary Whatcott; South Jordan; Chairman
Mr. Doug Hill; Murray
Mr. Mike Morley; Alta
Mr. David Brickey; West Jordan
Mr. Tim Tingey; Cottonwood Heights
Mr. Kane Loader; Midvale
Ms. Gina Chamness; Holladay

OTHERS PRESENT:

Chief Colleen Jacobs; West Valley
Chief John Evans; West Valley
Chief Jeff Carr; South Jordan
Chief Jason Knight; South Salt Lake
Chief Rusty McMicken; Salt Lake City
Mr. Scott Teerlink, Salt Lake City
Mr. Mike Brown; Salt Lake City
Ms. Lisa Burnette, Salt Lake City
Mr. Mark Kithell; Salt Lake City
Mr. John Arnold; Sandy
Mr. Andrew Morse; Snow, Christensen & Martineau
Mr. Scott Young; Snow, Christensen & Martineau
Mr. David Church; VECC Attorney
Mr. John Inch Morgan, VECC Executive Director
Mr. Mark Whetsel; VECC TS Manager
Mr. Jeff Monson; VECC HR Manager
Ms. Gigi Smith; VECC Operations Manager
Ms. Shelly DeJong; VECC Operations Manager
Ms. Leslie Devey; VECC Supervisor
Ms. Andrea Partridge; VECC Admin. Services Manager

APPROVAL OF MINUTES OF MARCH 20, 2019 BOARD OF TRUSTEE MEETING

Motion –

. . . By Sheriff Rosie Rivera, to approve the minutes of the April 17, 2019 Board of Trustee Minutes as written; seconded by Mr. Brett Wood; the motion carried unanimously

OPERATIONS BOARD REPORT

Chief Jon Harris reported that member assessments were discussed. They also talked about retention issues happening at VECC; they are currently down several employees. VECC is in transition to bring Herriman and Riverton PD over to Versaterm. UCA and programming radios was discussed; radios could be programed by the agencies, but UCA doesn't want to give out the key due to security risks. We are trying to work with them and set up a meeting to discuss this further. Fire and Police then broke into separate groups to discuss topics specific to each discipline.

John Inch Morgan commented that everyone knows UPD and VECC merged officially in January. In trying to bring everyone together, a challenge coin has been created that recognizes these two entities; John passed these coins out to everyone.

MOTION TO CLOSE THE MEETING AND DISCUSS PENDING LITIGATION

David Church reminded everyone that a motion needed to be made, identifying the purpose for which they are going into the closed session; a roll call vote needs to be taken and then once in a closed session, the information discussed is protected information under the appropriate laws. The Board will also need to determine who will be invited into the closed session and they need to be identified.

Motion –

. . . by Mr. Dan Petersen; to close the meeting to discuss pending or reasonably imminent litigation; the motion was seconded by Mr. Jon Harris; the motion carried unanimously by roll call vote.

It was recommended that the governing boards from both SLC and VECC be in attendance, along with the Chiefs and Management Team.

The closed session began at 2:06 p.m.

The motion to reconvene the meeting was at 2:27 p.m.

Motion –

. . . by Sheriff Rosie Rivera; to reconvene the Board of Trustees meeting; the motion was seconded by Mr. Wayne Pyle; the motion carried unanimously.

MEMBER ASSESSMENT REVIEW – 2021 BUDGET

Estimating New Member Assessment – Memorandum

John Inch Morgan commented that in the Bylaws and Interlocal Agreement, they require John to periodically look at the assessments that we provide to the members for operation of the Center. John displayed the memorandum, which is in the drop box. Assessments are based upon call volume and a 3-year rolling average of the calls from both Police and Fire coming into the Center. John will take the total number of calls after everything is stripped out and a percentage is assigned of those total calls to each of the agencies. That percentage then looks at the total cost of the cost centers within VECC to identify the cost per call. The cost per call is appropriated out to each agency, which is how we have been operating for several years. The issue that comes up as we look at the Bylaws and Interlocal is if this is still an appropriate method for assessing each member. An anomaly is when a new member comes, John is directed to estimate what their costs would have been, which is sometimes very difficult. For Herriman and Riverton coming in, John can identify what the 911 calls are that hit the switch for that area, but he doesn't have the self-initiated calls. What he's done is look at the number of officers and calls that generally officers have. This varies depending on the agency. John explained in the memorandum that he will do his very best to estimate what the ongoing costs are and at the end of the year he looks at actual and factual to compare with the budget and then reconcile in the next assessment. There are options that John has offered, and he has asked that the Board consider these and then he suggested putting together a sub-committee that can investigate this better. One option is based on the number of responders in each entity. It's something that would be reported that could still be done on a 3-year average. Another option is to just base it on 911 calls. This would skew the numbers because there will be some entities very active in the self-initiated calls. Another option would be based on 911 calls and the number of officers. If there is no desire to run numbers and look at alternatives, then we will keep it the way it is. In

looking at new entities coming on, if we were to do it on a per officer basis, there is no need to do the reconciliation because everyone will be assessed based on the number of officers or fire fighters in each city. John asked that if the Board wants to look at other alternatives, he would suggest putting together a sub-committee and he will provide the data to look at, and then bring a recommendation back to the Board. He asked everyone to review the memo and speak with their people and come back next month with a decision. It was asked if anyone had a problem with the current model. They will have more discussion on this at the next meeting.

OPERATIONS DISCUSSION – UPGRADES TO SPILLMAN AND VERSATERM CAD

Radio Programming and Staffing

In the Operations Board, John invited UCA to come in and discuss radio programming. With everything going on with UCA, radios and changes in legislation, all the radios will be changing once they implement the new system. However, with new agencies coming on, the indicator on the radios will be inaccurate unless we do some reprogramming. We used to have several people throughout the valley that had the ability to take the key and reprogram all the radios. They have pulled this into UCA and they are charging \$30 per radio to come in and reprogram. Gigi was in the last meeting and commented that James and Gordy attended the Operations meeting. It was explained to them that with the changing of the new agencies, they will not be identified on the radios and templates and the importance and officer safety situation was discussed. Before, when they reprogrammed Draper, they were connected and shared with Cottonwood Heights, so if anyone needed to locate Draper, they knew they could go to Cottonwood Heights to find them, although their readouts would not say Draper. The same worked with Herriman and South Jordan. The problem is when we would split channels during an emergency, if South Jordan and Herriman were on their own, they were on their own. We went to UCA and asked them to fix and take care of this. The concern is both money and time and as John Inch mentioned, they're limiting the keys. The last conversation with UCA, Gordy explained that they could do it the time the new radio systems came up, and timeframe is at least a year and a half out. We cannot wait this long to have the displays corrected and have what we need. Chief Jeff Carr has agreed to make an appointment with David Edmunds and discuss this issue further. Brett Wood commented that there are skilled people here who can do this, but they won't release the key. John believes it's a UCA Board decision to allow those keys to come out to qualified individuals if UCA can audit their work and know what's going on. The cost to reprogram all the radios in the valley would run between \$90k to \$120k. In the past 5 years, as charges have been added to the phone systems, there is radio charge that builds the backbone to the radio system, but also took away the \$25 per radio per month charge. This was 3 or 4 years ago, and radio costs have increased; the RFP's that have come back have said they were 15 times greater than anticipated. John requested this Board authorize him to write a letter, which everyone agreed to.

As far as staffing, Gigi commented that with the new schedule, they are on mainly 12-hours shifts with a few 10 and 8-hour shifts as well. The goal is to do more with less; there will better coverage with less people. We are in a staffing crisis right now and trying to bring on people as quickly as possible. We are speeding up our recruitment, hiring and training processes. Also, we are looking at our training processes and mixing call taking and radio training at the same time. On the radios, there have been sometimes where staffing has been short, and we have had to act such as closing service and have them stay on their channels. Also, at some points, the have had to patch channels together.

Jeff commented that since the merger, UPD dispatch is down around 19 individuals, causing concerns with channels. We are cross training Spillman employees over to the Versaterm side right now. There are 5 individuals currently in training. Some of the things we are reviewing currently are sick leave payout upon retirement; we are trying to see what we can do to retain employees. Compensation over the past 3 years, we have done a very nice job in becoming more competitive. Chief Russo, during the Operations meeting, motioned to put together a compensation committee to start looking at it and comparing it with other Centers. Gigi also mentioned that our Supervisors are covering more channels, and everyone is jumping in and covering as best as possible until we get through this critical stage. 3 employees were recognized in the Operations meeting for being with VECC for 30 years this year. This year alone, we will have approximately 8 employees hit their 30 years. Potentially, over the next few years, these individuals could be retiring, which will hurt our numbers as well.

Upgrade Schedule and Capacities

Mark has moved forward with upgrading the Spillman and Versaterm side; all the contracts have been signed. The timeline for Spillman will begin around May 15th. The Versaterm timeline is scheduled tentatively for October or November. Chief Dan Petersen commented that he'd like to take full advantage of what they can possibly do on this when it comes to AVL opportunities even if it's short-term.

DISCUSSION REGARDING EXECUTIVE DIRECTOR RECRUITMENT

John's purpose for bringing this up is to see if the Board wants to put together a committee and start advertising. His target date for retirement will be sometime towards the end of year. Wayne Pyle recommended putting together a committee and getting it moving sooner rather than later. Kyle Kershaw requested that Jeff Monson draft a recruitment job description that this group can review in preparation of a committee. Chief Peterson, Sheriff Rivera and Mike Shelton volunteered to be on the committee. Wayne also volunteered someone from his HR to attend, and it was suggested to have some representation from the Operations Board as well. John said he would follow up with them. It was also recommended that there are many Executive recruiters that could assist. David recommended having this committee meet before next month's meeting and come up with a plan of action.

INTRODUCTION OF NEW BUSINESS FOR FUTURE MEETINGS

There was no further or new business to discuss.

The meeting adjourned at 3:08 p.m.