

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
May 16, 2018 Meeting Minutes
VECC Board Room
5360 Ridge Village Drive, West Valley City

MEMBERS PRESENT: Mr. Gary Whatcott; South Jordan; Chairman
Mr. Mark Reid; Bluffdale
Mr. Brent Wood; Herriman
Mr. Scott Harrington; Taylorsville
Mr. Ryan Carter; Riverton
Mr. Dan Petersen; UFA
Sheriff Rosie Rivera; UPD
Mr. Kane Loader; Midvale
Mr. David Brickey; West Jordan
Mr. Kyle Kershaw; South Salt Lake
Mr. Rick Graham; SLCO
Mr. David Dobbins; Draper
Mr. Doug Hill; Murray
Mr. Mike Shelton; Cottonwood Heights

MEMBERS ABSENT: Mr. John Guildner; Alta
Mr. Layne Morris; West Valley City
Ms. Gina Chamness; Holladay

OTHERS PRESENT: Chief Ron Kirby; Tooele PD
Captain Adrian Day; Tooele PD
Sgt. Lydon Allred; Grantsville PD
Mr. Brandon Johnson; Bond Council
Mr. David Sanderson; VECC Accounting
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. Beth Todd; VECC Operations Manager
Ms. Ambir Widdison; VECC Operations Assist.
Ms. Andrea Partridge; VECC Admin. Services Manager

APPROVAL OF MINUTES OF MARCH 21, 2018 BOARD OF TRUSTEE MEETING

Motion –

. . . By Mr. David Brickey, to approve the minutes of the March 21, 2018 Board of Trustee Minutes as written; seconded by Mr. David Dobbins; the motion carried unanimously.

OPERATIONS BOARD MEETING REPORT

Gigi Smith mentioned that they discussed Urgent versus Non-Urgent hit confirmations. They confirmed that officers should be responding with Fire to all OSHA or hazmat events at a business. They received feedback from dispatchers on lock-down drills and everything went well. USANA traffic was discussed. An Animal Control meeting was held this morning. Missy Widdison and Leslie Devey reported on their Navigator conference and what they will be doing with QA'ing calls. Beth Todd commented that most of the Fire discussion will be covered later in this meeting. They updated the Users on the US Digital project and the CAD system. July 4th and staffing was discussed. West Jordan, South Jordan and Sandy will be responding together on Hazmat calls.

RESOLUTION T18-06

John Morgan commented that the Resolution is for a Revenue Bond, which requires us to have a Public Hearing. This would be the authorization to move ahead to arrange for everything we need for the Bond. A Municipal Equipment Lease was discussed earlier, however, but it's become convoluted when looking at placing the equipment being purchased in 32 different locations. With a lease, the equipment is utilized as collateral, but when the ownership is in various entities, bond council and the banks became nervous. John is recommending the authorization to move forward with a Revenue Bond, pledging the increase revenue coming in from 9-1-1 fees. Equipment has already been purchased for some of the stations being built and it is essential to move this forward. John doesn't believe the Revenue Bond will be any more than 5-7 years. John will get all the facts and figures upon authorization.

Motion –

. . . By Mr. Dan Peterson, to approve Resolution T18-06; the motion was seconded by Mr. Mark Reid; the motion carried unanimously.

Q3 – 911 Revenue Report

John commented that this was just a spreadsheet that he had displayed and discussed earlier.

TECHNOLOGY AND FACILITY PLANNING

Mark Whetsel mentioned the upcoming Resolution T18-07 allocating funds from the fund balance by \$234k. With the recent legislation with allocation and distribution of funds through UCA and the 911 division of UCA, previously we submitted a grant for maintenance of the Viper Phone System; they authorized the grant and paid for the service. With the new law, they are only allocated for reimbursement of funds. This requires VECC to pay in advanced those funds and then within 24 hours of submission, the funds will be processed. The VECC system just finished its 5th year of maintenance. This system includes Weber, UPD, Bountiful PD, DPS, and the U of U; we are all partners in this same system. VECC's maintenance ended in November and in a mid-year budget adjustment in March, this Board authorized an additional \$85k to pay for 6 months on a month to month until the UCA was able to adopt their strategic plan. This was approved 4 weeks ago and this is our first opportunity to come back. In the Resolution is a request for a total of \$235k, which includes the \$85k. These funds will take us through June 2019. It's not a budget adjustment, but the authorization to expend the funds with a revenue and expenditure source coming back into the system within 2 weeks.

RESOLUTION T18-07**Motion –**

. . . By Mr. David Brickey, to approve Resolution T18-07; the motion was seconded by Mr. Rick Graham; the motion carried unanimously.

CONSIDERATION OF TOOELE CITY'S REQUEST FOR DISPATCH SERVICES

John Morgan has been in communication over the past month with the Tooele City Mayor and other folks with a request that we consider dispatching for Tooele. They discussed call-volume and other issues, and John agreed to put this on the agenda so that we can start talking about the concept of dispatching Tooele City Police. Chief Ron Kirby introduced Captain Adrian Day and Sgt. Lydon Allred. He gave some background on this; their agency has 37 officers and Grantsville has 13 officers. He mentioned he has been talking with VECC off and on over the past few years. Right now, they dispatch with Tooele County Sheriff's office; they do a great job and there is a great working relationship with them. The costs for dispatching from Tooele County keeps going up over the years and right now, they are spending \$340k a year for dispatching. The communications with VECC look like it would be a pretty significant difference in terms of cost savings going with VECC. Chief Kirby has talked with the Sheriff and let him know he would be coming to VECC to talk. John mentioned that some of the things discussed are how VECC sets assessments on a charge-per-call. Right now, Law Enforcement calls are just under \$10 per call, but there is a unique way of looking at those calls; duplicate calls are taken out and some self-initiated and routine calls are also removed. Numbers would need to be refined if we were to look at an over-all cost. UCA would have to look at the radio portion to make sure there is communication capacity from our consoles to the officers. Mark mentioned in looking at this in years past, he reached out to UCA to see what the potential would be of being able to do this. UCA said that probably 95% of the time there is a direct shot from VECC to Nielson Peak, which would primarily be the site that Tooele City runs off of there. Once you get past Stockton, they hit

a tower on Lake Mountain, which we do not have communications with. It is possible, but there may be those outlying areas where radio coverage could be spotty. John said before he could perfect numbers, he would need to bring it to this Board to see if this was something they wanted to take on at this point in time. Chief Peterson commented that taking this on becomes a new burden which will need to be managed. He asked if costs are redistributed to where agencies might find a minor reduction because of that movement and the advantage of size. John commented that if there was excess capacity in bringing on another entity, there could be a slight reduction for all of the members. If there is an overall dis-economies of scale, the costs may be higher than what they are right now; which is born by the entity coming in. Some of this is one-time costs, some might be ongoing. Mark Reid commented that at some point the VECC building will be at capacity based on the number of calls and employees. If SLC or Provo/Orem was taken on, VECC may not be able to take them on and stay in this building. John would need to look at capacity a little bit closer. By bringing in UPD, we are adding probably 50 call-takers and 14-16 consoles coming in, which brings us pretty close to capacity. But there is the possibility of economies of scale in that bringing in 14 consoles, are we able to combine certain aspects and utilize existing personnel rather than augmenting this. Gary Whatcott said that everyone is still growing; he wants to make sure that the capacity in this building doesn't displace the owners that are here now and those that are vested for future growth. John believes the question comes down to timing; while looking at bringing in UPD between October and January 1st, there will be transition between those periods of time. He believes we will have to look and see what the impact is going to be. Bringing in another partner comes down to timing and we need to find out what the impact of UPD does coming in first. Gary is also concerned with the new CAD coming on board and the merger; there is a lot going on right now and from a timing perspective, it may not be the right time to entertain adding more people. A feasibility study was suggested, to find out what the impact would be, taking into account growth and increased call-volume, and at what point do we need to look at a new facility. On a financial side, Kyle Kershaw commented on the call-volume and the cost-per-call is a huge part, but this is supplemented by the 9-1-1 fees. He wondered if there would need to be an adjustment to the cost-per-call if the 9-1-1 fees weren't equitable depending on the area. VECC's cost-per-call fluctuates by the amount of 9-1-1 fees that comes in; if they are more or less in a certain area, would there need to be an analysis done on the cost-per-call of a new partner coming in. John believes the 9-1-1 fees coming in are stabilizing on an annual basis, which he is still working with the State Tax Commission on. For the most part, where there is fluctuation on how many phone subscribers there are, the majority of those pay that monthly and there shouldn't be a lot of fluctuation from one month to the next. The other side is depending on the costs of the Center, this will affect each assessment. Gary requested that John prepare more information to bring back to the Board. John asked Chief Kirby what his timing was. Chief Kirby commented sooner than later. He wasn't expecting a decision today and understood this was very preliminary. John mentioned that as cities, the budget years start in July and from a technical standpoint, that would be impossible. He will have to identify some period of time beyond that. Gary thanked them for their interest and John mentioned he would be in contact with both Chief Kirby and the mayor.

MERGER AND ORGANIZATIONAL RESTRUCTURING

John presented some draft organizational charts that Administration put together. With bringing on an additional 50 employees, we need to start identifying how they will be utilized. This will be a complete merger and everyone working for both organizations will be offered a job; no one will be lost. The benefits will be roughly equal to what they are now in both organizations. In looking at the organizational structure and the direct reporting, these charts were put together. Jeff Monson mentioned that one thing that has been started already is job auditing. There are a few different things we will be exploring; the best span of control and what is the best way to organize individuals to be more effective. We are looking at call volume and radio time as well to make sure we are meeting the needs of the agencies. Beth Todd further explained the organizational charts. Jeff mentioned that we are looking at our resources and making sure they are effective as well as adding the additional employees from UPD. John commented that every week or so, VECC is meeting with the UPD command staff to look at these things. Next week, they will be discussing balancing policies and benefits which will lead to a redesign of some of our policies.

EXECUTIVE DIRECTORS REPORT

On the Hexagon project status, they have identified a few things; moving the target date to be September or October of 2018. There are some issues that they have been asked to work on with regards to their RMS system. It seems appropriate that we are better off pushing it to April of 2019. John will be sure that we are not hampered by moving this back and it gives Hexagon an opportunity to look at the data conversion for police records. This

would be an accommodation on the fire side because we are ready to stand it up. There was some frustration with this time frame, as it's a year past what was originally discussed.

NEW BUSINESS INTRODUCTION OF TOPICS FOR FUTURE MEETINGS

David Brickey with West Jordan mentioned that back in February, the Bureau of EMS proposed a rule change that would have required a significant change in the protocols used by dispatchers. The rule, when it was put out for publication, was opposed and an objection was submitted. David didn't hear anything from the Bureau and there was no notice that went out that the rule had taken effect or taken off the table. In May, the City of West Jordan was moving forward on an application for an inter-facility license and they were advised during that process that the rule had been implemented and that they, along with VECC, are not following it current and not in compliance. There was no knowledge of this and no one has been informed of this. The City of West Jordan has retained private council and they will be challenging in District Court this rule implication. It basically takes Gold Cross's protocols and replaces them for our current protocols. It's Rule 426-1, 426-2, 426-3, replacing current protocol. David inquired as to when this happened. No one at the Bureau could confirm it; however, they are going forward with the position that VECC is not following their rules. He wanted to make other cities aware of this. West Jordan will be filing their objection in District Court and he wondered if other cities would want to join in, and perhaps David Church from VECC. John Inch Morgan confirmed that he has received no notification that there has been a change, and he visited with the Deputy Director on the rules and asked them to keep us informed. Basically, they are saying that the law requires VECC to have an off-line contracted Medical Director that reviews our protocols. VECC has a Medical Director who they meet with each month to determine which questions we should be asking and how we should be dispatching. They have changed this so now our protocols have to be state-approved which includes inter-facility transports, which is the crux of this whole thing. If someone calls 9-1-1, VECC is ostensibly supposed to transfer the call to Gold Cross. Our Medical Director has said if a call comes in on a 9-1-1 line, we cannot send it to a different entity that may or may not have the capacity of fully-trained paramedics. John met with Dr. Miner and Dr. Babbett and expressed concerns in person as well as in writing. Their response was that they were redoing the rules and then they would take comments under consideration. It was asked if it ties VECC's hands to modify protocol in the way that the Trustees feel is appropriate. John believes it does. Implementing this new protocol makes response times much longer. Once David Brickey has the complaint ready to file, he mentioned he could give it to John Inch and John will distribute it out.

There was nothing else to discuss at this meeting.

The meeting adjourned at 1510.