

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES/OPERATIONS JOINT MEETING

June 20, 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. Layne Morris, WVC
Mr. Scott Harrington; Taylorsville
Mr. Kyle Kershaw; South Salt Lake
Mr. David Brickey, West Jordan
Mr. Doug Hill; Murray
Mr. Jay Wilkowski, UFA
Mr. David Dobbins; Draper

OTHERS PRESENT:

Chief Ron Morris, South Salt Lake
Chief John Einning, Draper
Chief Clint Smith, Draper
Chief Craig Burnett, Murray
D/C Richard Davis, West Jordan
D/C Terry Addison, South Salt Lake
B/C Steve Holmes, WJFD
Chief Andy Butler, UPD
Mr. Dave Shopay, West Valley City
Mr. Konrad Hildebrandt, Riverton
Chief Colleen Jacobs, West Valley City
Dep. Matt Elson, West Valley City
Chief Jeff Carr, South Jordan
Chief Troy Carr, Herriman
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. Leslie Devey, VECC Supervisor
Ms. Ambir Widdison, VECC Operations Admin. Assistant
Ms. Andrea Partridge, VECC Admin. Services Manager

JULY 2018 – JUNE 2019 MEETINGS CALENDAR

John Inch Morgan presented the Meeting Calendars for both Trustees and Operations and mentioned that it can be amended from time to time, if the Boards want to take some time off.

Motion –

. . . By Mr. Brett Wood, to approve the Board of Trustees 2018-2019 Meeting Calendar; seconded by Mr. David Brickey; the motion carried unanimously.

Motion –

. . . By Mr. Jeff Carr, to approve the Board of Operations 2018-2019 Meeting Calendar; seconded by Mr. Ron Morris; the motion carried unanimously.

PUBLIC HEARING ON THE ISSUANCE OF 2018 SERIES REVENUE BONDS

David Sanderson mentioned that holding a public hearing is a standard requirement of the bonding process. The bond is for \$1.85 million, to fund the Fire Station Alerting System. The public hearing was properly noticed and the next issue would be to open this up and holding the public hearing.

Gary Whatcott opened the meeting up to the public for any comments regarding the issuance of the 2018 series revenue bonds for the purchase of a Consolidated Fire Station Alerting system. He asked if there was anyone in attendance from the public that wished to address the issue. Seeing none, Gary closed the public hearing.

Gary then asked the Boards if there were any questions regarding the Bond. Kyle Kershaw asked which revenue was pledged on this bond, if it was member assessments or the 9-1-1 fees. Dave commented that it was the 9-1-1 fees and was scheduled for a 7 year term. John said that last month at both Operations and Trustees, he mentioned the revenues being collected from the change in statute where it was no longer authorized assessments by each municipality and county, and is now a state assessment, distributed on a 3-year rolling average of the call volume for each. This generates approximately \$1.5 million more each year that we had prior to this legislation. This has only been in effect since July 2017 and the collections have only been since August 2017. The increase in revenue coming in more than covers the operation expenses on an ongoing basis and the obligation we would have with the bonds. Kyle asked what the annual debt service would be on the 7 year schedule. Dave commented it was around \$300 per year.

RESOLUTION T18-08 AUTHORIZING THE ISSUANCE OF THE BOND**Motion –**

. . . by Mr. Layne Morris, to authorize the Issuance of up to \$1.825,000 of Revenue Bonds and other matters related to the purchase of a Consolidated Fire Station Alerting System; seconded by Mr. Carlton Christensen; the motion passed unanimously by roll call vote.

CONSIDERATION OF APPOINTMENT OF OSBORNE, ROBBINS & BUHLER AS AUDITOR

Dave Sanderson just mentioned that VECC is required to be audited by a CPA firm and this would be the reappointment of the auditors. The cost of the audit will be \$11,000.

Motion –

. . . by Mr. Kyle Kershaw; to appoint Osborne, Robbins & Buhler as Independent Auditors for the Fiscal Year 2018 financial statements; the motion was seconded by Mr. Scott Harrington; the motion passed unanimously by roll call vote.

ANNUAL REPORTS**2017-2019 FY Financial Report**

John Inch Morgan mentioned that in April, this Board passed the Budget. The assessments were the same for per call and any adjustments were based on call volume based on a 3-year rolling average. The rolling average takes the calls, taking out duplicates and other routine-type calls, so that everyone is assessed on the same basis. Calls run around \$10 for police and about \$23 for Fire. The only changes would be an upgrade to equipment and personnel cost increases. John was approved for a 2% COLA increase and then another 2% pay for performance. There is an amount of money in the reserve account of another 2% that he may be able to use for compression adjustments.

UPD/VECC Tentative Budget

David Sanderson mentioned that VECC has developed their budget and UPD developed theirs and when they do come over, we will merge both budgets. UPD's cost per call is higher than VECC's and therefore, they will bring their budget amount for a 2 year period so we are able to migrate and merge together. After the 2 year period, they'll come into the cost per call category. We will do some economies of scale and get their cost per call down so that it doesn't affect the current numbers. John said they would be treated the same way we treated Cottonwood Heights when they broke off. For the first year, until VECC had an equitable cost per call assessment, they would pay the differences between the established budgets was for our members and then increase costs coming in. We anticipate there will be some savings to UPD and some of those include rent to the EOC, the cost of the County coming in with their IT, and some of those types of things. There should be no

impact to the existing members and some savings to UPD. In the next years' budget, we will have a better idea of the cost per call for them. The drop dead date for the merge is January 1, 2019; we will cut over completely then. In looking at the logistics, within the next 2 weeks or so, we will be taking some of their unused consoles and bringing them in and we will prepare our unused consoles so that they can access the UPD stuff as well.

Fire and Emergency Medical

Gigi Smith reported for Beth Todd that during the year 2017, there were quite a few technical and procedural changes for the VECC fire operations. They saw a 4% increase in numbers, splitting that between medical and fire, 81% was medical and 19% was fire. Moving towards US Digital, Beth will be reevaluating the fire dispatch channel configuration. Beth conducted a meeting 2 weeks ago where this was discussed. Staffing was discussed; every radio dispatcher on fire during their 40-hour work week would also be scheduled to work 8 hours of call taking in order to keep up their skills. Staffing was a bit short in fire dispatching and so call taking was taken out for a while. As staffing has built back up, the call taking hours are being added back in. Back in 2016, the average experience of fire dispatchers was anywhere from 8 – 10 years. After the staffing reduction, it's around 2.5 years as far as seniority goes in fire. With that, the goals for this upcoming year are to continue to increase the skill-sets and knowledge so that we have strong fire dispatchers in that area that can mentor and coach the new dispatchers coming in. The CAD platform has kept Beth very busy and has been challenging. Some of her goals for the coming year are to make sure CAD, MPS, and RMS are developed and successfully implemented. In 2017, there were some agency changes; the introduction of Draper FD, as well as changes with UFA and how they deployed and equipped their ambulances. Some of Beth's goals for 2018 are to continue providing training opportunities and increase skills and knowledge, update the fire training manual and fire system, install the new fire station alerting and work together and train with other dispatch centers and to develop formulas for insuring proper staffing with the fire pit.

Law Enforcement

Gigi then reported on the EPD DRC and the goal they set this year was to focus on responder and scene safety by critiquing the calls and having meetings with police users as to what they feel is important and how we can dispatch better to keep them safe. Transitional meetings have started for the merger with UPD as well as organizational and technical meetings to start processing and getting things moving. We have combined VECC and UPD employees to create committees and they will be getting together to discuss things. Training our employees is important and as Managers, we've met together bi-weekly to review policies and procedures. The training program has been revamped; a representative from each agency is coming in to discuss different specialties, which has brought some excitement to the training program. Meetings have been held with animal control officers, and victim advocate meetings have been attended so that information can be brought back to dispatchers here. VECC has received many awards; internally, since July, we have had 5 Save a Life commendations, 3 Assist with the Birth of a Child commendations, numerous accommodations from the field and last fall, we receive the Incident of the Year from APCO and the Unit Citation of the Year. Last month in May, South Jordan awarded VECC with the Distinguished Service Citation. This year, management and supervisors have taken a more active role in making sure our employees are okay. After a major event, they will check in with the person, arrange for debriefings or they'll do a one-on-one with the agency. John and Gigi met with all the Police Chiefs, Deputy Chiefs and User representatives over the past few months. This was a very positive experience. After a high incident, Gigi has tried to call in and speak with not only the dispatcher on the channel but all the dispatchers on duty at the time in order to insure they were working as a team. Gigi also meets biweekly or monthly with her supervisors to catch up and hold them accountable for their tasks. The police side has seen an increase; in 2016 they had 338,000 calls and 2017, they had 345,000 calls. About half of those were processed in ProQa. John Inch Morgan thanked everyone for volunteering to participate in training. This has been very valuable for the employees.

Technical Services

Mark Whetsel mentioned that there are many technological things changing and things going on. Earlier this budget year, he requested 2 additional full time employees in the IT department. Originally we had a contracted GIS employee, and he has been replaced with a full time GIS employee who started in October. A week ago, Mark hired a Network System Engineer. In the past, Mark has had 1 person caring for all of the servers in the backroom. It was a very taxing job for him. Some of these duties have been given to the new employee and it has been a very positive thing having him here to assist. Over the past fiscal year, TS did their replacement of work stations, which are on a 3 year rotation. Every year, 1/3rd of the work stations are

replaced. A new email server was brought in and updated. Maintenance for the batteries on the UPD system was done. An additional roof top unit was installed in the server room in order to maintain an acceptable temperature. On the Hexagon equipment, there were connectivity issues between VECC and SLC. Through a grant, we had a microwave link up and running which has been a band aid for this system. Century Link will bring in a private circuit between VECC and SLC which gives us the ability here to control connectivity. Within the next 2 – 3 weeks, this should be up and running. This will be used as the primary feed between VECC and SLC and use the microwave as a backup if connectivity is lost. The audio/visual has been updated in the different Board and Training Rooms in VECC this year. Since February or March, Mark has been working with UPD on the Merger; Mark has at least 1 meeting a week with them to work on the logistics of physically consolidating the 2 centers. Finally, Mark has been working with Herriman City, getting them up and running and working with their IT staff. Brett Wood offered his thanks for VECC's hard work.

HEXAGON PROJECT UPDATE

John Inch Morgan put together a presentation which is located on the Drop box for those that want to review it. The question was asked how the dispatchers feel about the Hexagon project. From a dispatch side, Hexagon is a much superior product, it has moved forward without a lot of hiccups. The problems have been with the RMS system. Hexagon is working to solve some of these problems, but it has been the reason that the project dates have been moved back. The project cutover date is spring of 2019. In March, April and May we will have the cutover, testing, all the training will be done and we will be moving forward in having a complete system. One of the delays was in site replication, which was put into the contract as a change order after the contract was developed. There have been issues as well with the RMS system. They have had to go back and recode a few things to make sure that the integrity of the data was not lost. Carlton Christenson asked if there was any window where things could be up before then. One of the issues is in the training. If it comes too early and then the cutover comes, people have a hard time remembering the training. John encouraged everyone to review the slides in the presentation. On the Management team there is Chief Jeff Carr, who replaced Chief Doug Diamond, Scott Carver, who replaced Jim Winder, Chief John Evans and John Inch Morgan and then on the SLC side, Lisa Burnette, appointment as the new Director, Sgt. Mark Cryder, Rusty and John Arnold. If anyone has any issues or questions, John would like to know about it so that he can represent our group as best as possible.

STRATEGIC PLANNING

John put this as a reference more than anything. Over the past few months, we have brought up staffing. One of the things promised is as we look at the merger with UPD, our assessment is that we don't need to increase the number of FTE's, but there will be a need to reassign and reconfigure. Jeff Monson commented that over the past few months, the merger has been really heavily worked on and looking at the different areas to make the new organization much more effective. In creating a new Organizational chart, some of the areas we need more help in were looked at. For example, right now, VECC has 2 supervisors doing the scheduling on a part time basis. We are looking at creating a full time scheduling position, especially with the number of employees we will have. Right now, all supervisors take part in investigations, however, we are thinking of having one individual to spearhead these investigations for consistency. Some of the positions listed are new, but we will not be adding more employees, but rather redeploying current individuals to fill the positions. The Organizational chart was presented to UPD and it was discussed. As John has mentioned in the past, UPD individuals will be able to come over without losing any money and a like position for that first year. We will be assessing and looking at the organization and staffing. It has been heard that with some of the challenges ahead, some of the UPD employees will not be coming over and some VECC people may not be staying either. Some of the other new positions will be the Deputy Director, Emergency Preparedness, BCI and Information Coordination. Current staffing numbers including all departments and positions are at 110 full time and 16 part time employees. Current dispatching staffing for UPD is 47 employees and total full time is 55 employees. They also have 20 part time employees. The combined organization moving forward should have 174 full time employees. Other things being looked at include call volume and radio talk time. It was asked if VECC's turnover has improved this year. Jeff commented that it's been much better this year so far. Two things that attribute to this are the compensation adjustments to entry level and the ability to hire laterally. Our screening process has been better and we have also had higher quality candidates coming in; the selection has been easier.

Gary asked if there was anything from the Operations Board or anything else from Trustees to bring up at this meeting. John Inch Morgan wanted to also bring up and discuss the 2013 Interlocal Agreement. Things are changing and new municipalities coming in. What has changed when talking about weighted voting is the weighted vote was based upon financial contribution to VECC. The biggest part of the financial contributions would be the member assessments. In addition to the assessments is the tax or fee on the 9-1-1 lines. This changes with legislations and SB198 so that there were no local option contributions and it became a state tax, distributed based on call volume. Cities like Taylorsville had no financial contribution coming in. UFA determined in one of their Board meetings that the representative on the Trustees would be the voting member. In the Interlocal Agreement, each of these Cities that had a financial contribution, even if it was through the financial tax itself, is signatory members to the agreement. Since 2013, we have had new cities come in to our valley; Millcreek for example. What he proposes is to have an Executive Committee to take a look at this and discuss some options that would be fair to new cities coming in and to existing members of the organization. John thinks we may want to do a revised Interlocal that clarifies the relationship between all of the members. Layne Morris thought everything was settled on this. John thinks we are as far as the weighted voting, but the new issue is the new cities coming in and how we deal with them. If you look at voting rights versus membership, Taylorsville, for example, with the UFA side doesn't have a voting right but they are still members. John just wanted to introduce this new element because now we have Millcreek who contributes no money directly but they are a municipality. Gary feels it's worth talking more about and figuring out how it impacts the agreement. John will schedule a discussion at a future meeting.

David Brickey wanted to update everyone on the lawsuit against the Bureau for the rule change they implemented. This was at the end of May and this Monday the AG's office reached out to both municipalities and admitted the rule was implemented wrong and that they would ask if attorney fees were requested or if they would withdraw the complaint. The City of West Jordan didn't need fees or withdrawal of their complaint; they just wanted to know what they were going to do with the rule. The rule will be re-advertised and once again ask for comment. This rule supplements each city's Medical Director's protocol procedures through VECC for their own. Anyone that has an opinion on this may want to comment again this time and let them know what a bad decision it might be. Back in April, the Bureau of Emergency Medical Services re-advertised their protocol procedures for implementation on 9-1-1 calls. That rule they have implanted through their Medical Director says if the call originates in a hospital, they still have to go through the protocols that the EMS is promulgating. It is asking an individual who is making the 9-1-1 call to go through and reanalyze whether or not the 9-1-1 call is appropriate. Ultimately the rule acknowledged that if done properly, Gold Cross will receive \$1.3 million in additional business. The complaint is that we are not here to help someone make money; we are here to provide services within 6-8 minutes. Both West Valley and West Jordan filed the lawsuit on May 25th, and they received a call on June 18th, so things are moving fast. John mentioned that the current law requires VECC to dispatch and approve protocols and responses and how 9-1-1 calls are dealt with. What this does it is requires now the Bureau of Emergency Services to approve whatever protocol the agencies have taking away the authority of the Medical Directors.

There was nothing else to discuss at the meeting.

The meeting adjourned at 1528.