

**SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

**OPERATIONS BOARD MEETING**

*August 8, 2019 – Meeting Minutes*  
**VECC Board Room - 5360 S Ridge Village Drive**  
**West Valley City**

**MEMBERS PRESENT:** Chief Jeff Carr, South Jordan  
D/C Joe Tarver, Murray  
Chief Derek Maxfield, West Jordan  
Chief Ken Wallentine, West Jordan  
Chief Stephen Higgs, UFA  
Chief Terry Addison, South Salt Lake  
Chief Troy Carr, Herriman  
Chief John Evans, West Valley City  
Chief John Eining, Draper  
Chief Robby Russo, Cottonwood Heights

**OTHERS PRESENT:** Sgt. J.D. Tazol, Cottonwood Heights  
B.C. Chad Pascua, Murray  
B.C. Ryan Lessner, South Jordan  
B.C. Bart Vawdrey, Draper  
D.C. Jeremy Robertson, West Jordan  
Dave Shopay, West Valley City  
Warren James, Bluffdale  
Chris Armstrong, West Jordan  
Christian Gratton, Banjo  
Bryan Smith, Banjo  
John Inch Morgan, SLVECC  
Jonathan Bridges, SLVECC  
Beth Todd, SLVECC  
Missy Widdison, SLVECC  
Leslie Devey, SLVECC  
Jeff Monson, SLVECC  
Andrea Partridge, SLVECC

**APPROVAL OF MINUTES**

**Motion –**

. . . **By Chief John Eining; to approve the minutes of the June 13, 2019 Board of Operations meeting; seconded by Chief John Evans; the motion passed unanimously.**

**SERVICE AWARDS**

Beth Todd awarded Shari Montague who is celebrating 5 years of service with VECC. Others mentioned, who were unable to attend were Casey McDevitt with 5 years, Danni Harris with 20 years, Chad Carter with 20 years, and Brian Carlson with 15 years.

**USER COMMITTEE REPORTS**

**Law Enforcement User Committee Report**

The Police Users did not meet in July 2019.

**Fire and Emergency Medical User Report**

B.C. Bart Vawdrey said that most everything discussed will be addressed in the agenda today. They did have an election for the Vice Chair position, Mark Ownsby will be the Chairman and Lee Ascarte will become the Vice Chairman. There were a few UFA moves; Battalion 12 will move to 121, Medic Ambulance 120 is now in service, Ambulance 223 is in service, Wildland will still work out of 120, Medic Ambulance 120 is attached to 124 if there are any issues.

**Technical Services User Report**

Jonathan Bridges introduced himself again and introduced Chris Armstrong, the new Chair of the TS User Group, who will be doing this summary review. The Spillman was a major undertaking; there was a hardware and

operating system upgrade, moving from IBM AIX to Lenox and the software upgrade itself. There have been quite a few problems with that upgrade; it was big, but there have been many issues. The bigger issues we have had is not having the support from Motorola and Spillman to resolve a lot of the problems. They are working through them; John is helping to coordinate other resources to get the issues resolved. Chris Armstrong commented that they are discovering new things that are broken that need to be fixed; it's a matter of getting the support needed and having some patience. John Inch Morgan mentioned contacting some people from Motorola to get some things going. He has brought in a third-party firm that deals with them all the time, Solutions Two, to help work through some of the problems. John has scheduled a training session on the upgrades for both Spillman and Versaterm; Versaterm is scheduled for the 15<sup>th</sup> and he encourages everyone to come to both sessions and see what the capabilities are. Spillman hasn't been scheduled yet. Chief Jeff Carr encouraged John to continue to work up the chain of command, as from what his people are telling him, they are not getting a phone call back from Spillman. There were issues with CAD2CAD, it's been down for quite a while. We secured a certificate and we are ready to coordinate a test to get this turned back on. There are some other issues that could arise as the server that handles this has some problems having to be restarted periodically before the certificate expired. This is something we are working on; it could be related to the certificate, but we aren't certain, but it is scheduled to be turned back on next week. The big piece to this is the calls that have been stored in the system for the past few months will come into the system and will need to be coordinated and short formed and cleared out. There is a certificate on the Spillman server side and a certificate on the OBS server side. The OBS server resides at the county, which handles the moving of the data from Spillman to Versaterm. The certificate on the Spillman server is what had expired. Chris mentioned there are new DI-9's and the State has pushed back and have extended this because Spillman, Fatpot and Versaterm are having issues with it. These issues are being worked through but there isn't a due date yet. On the Versaterm side, the SLC team and Versaterm moved the RMS development and production servers from the old hardware to the new hardware; there were issues with NCIC, DUI's and I-9's and they are working through these issues. Finally, Jonathan introduced representatives from Banjo, who will be doing a presentation of their products.

Bryan Smith introduced himself, along with Christen Gratton, who are with Banjo. Banjo's focus is around saving lives. Banjo ingests the world of live data; they are one of the largest live data stores in the world, which includes streaming video, content and media. They synthesize all these signals together; they run artificial intelligence over them to make sense of them. This information is packaged together and delivered to decision makers, such as law enforcement, first responders and public safety, in a simpler way. Banjo isn't a CAD but they work with them and they ingest the information and combine it with other sources to make sense of the data. There are different signals and an alert is set up. Banjo is kind of an initial warning. John Inch asked them how they were different from Palentier. They essentially do what Palentier does, but they do it live. Palentier is used for analysis and to investigate certain things. Banjo wants to deliver the information right now. They strip out all personal identifiable information so that there is no personal information; they are trying to point people to a problem. The goal of the system is to take out all personal information in the front end or they don't receive it at all. Chief Carr mentioned that he has sat through a few presentations and he told them one of his concerns was that they were trying to get CAD data from VECC. The data belongs to the individual police or fire agency and they would probably have to have an arrangement with each individual jurisdiction to get that data. They would be taping into data that would provide alerts to the agencies before a 911 call would come in. He believes Banjo is interested in seeing if VECC is willing to give our CAD data to them. Bryan said they were interested in certain elements of it. He mentioned there is a state-wide cooperative contract. The CAD data is where they are starting. VECC is a data partner. They would like to work with individual agencies to deliver the actual product, which the state has paid for many of the agencies to already have the product. The idea here is that VECC is a critical component of providing agencies with the product because they are a critical signal we have. The CAD data, the nature of the call, the time and location are basically what they need so that they can then verify any sort of events and tie their data to this event. This is just to give everyone an overview of why the signal side is so important to what they do and why VECC would be a critical partner. John Inch felt this information was good to consider; from a legal basis we need to understand what the contract is with the State and then we can further the discussion on what options are available to us. Bryan requested a recommendation from this Board in order to move forward and work with VECC correctly. If there are any questions, Bryan is happy to meet with anyone individually and he just wants to know how to best move forward with VECC.

### **SOFTWARE SYSTEM UPGRADES**

Jonathan already covered the software system upgrades. John just wanted to make everyone aware to try and encourage their Trustees to come to the training sessions mentioned earlier. He thinks it's very difficult to decide of direction if the information isn't out there. Some of the training sessions in the past have not had the decision makers to look at them. These training sessions will demonstrate the new things that are coming but will also give valuable training on things Chiefs and field operators need to do to make this work. A lot of frustrations can be eliminated if we have the right people at the trainings so we can make this new upgrade software work.

### **PRIORITY DISPATCH CALL-TAKING PROTOCOL**

John Inch Morgan mentioned in one of the previous Board of Trustees closed sessions, there was a determinate to instruct David Church and Jayson Oldroyd with SLC to identify a notification that EPD, the police portion of the protocol, is not functioning the way it's needed. SLC has made the determination that they are going to move away from EPD. Initially, they wanted to have a notification come from both at the same time, but SLC, even prior to that meeting, had identified the fact that they are moving away and had met with Dr. Clawson and his group. VECC has an endowment where we were gifted the software. SLC has an endowment as well, but there are conditions that go along with that software. Since SLC is ahead of the game, they are plowing the field and we can look and see what the results are. Priority Dispatch has indicated that by abandoning that endowment, SLC would owe them about \$1.5 million dollars, the value of the software coming into it. SLC is saying this is not the case. Our endowment is written differently than SLC's. We would probably face the same thing going forward but SLC is in the process right now of removing all the software and card sets that relate to EPD. It's ground we still need to explore. Abandoning EPD would also mean that we abandon the ACE certification we have, and replace it with some type of questioning protocol for Police. We have heard from many Chiefs that the EPD does delay many times and doesn't provide adequate information but the other side of it is we want to make sure we convey as much good information as we possibly can. David Church is still looking at the notification and what the ramifications would be by providing them with notification. This doesn't mean we are abandoning it all together, it means we get into discussions with them as to what the unintended and intended consequences will be. This will be mentioned at the Trustees meeting as well, as it is their meeting that directed us to investigate moving ahead with what we're doing. On the dispatch floor right now, we have two different protocols we are currently using. With Spillman, we use the entire EPD with modifications.

Leslie Devey commented that we are currently reaccrediting our package for EPD. They are working on getting the 20-points together. Our local policies need to be in place, and we must show that nothing has changed. They were reviewed in the DRC meeting and taken to the Police Users meeting. This is staying at status-quo and making sure we have everything in place. A motion was requested on the updated policies.

#### **Motion –**

**. . . by Chief Robby Russo; to confirm the definitions in place right now are still relevant with EPD; the motion was seconded by Chief John Eining; the motion carried unanimously.**

### **GOVERNANCE**

#### **Member Endorsement**

John Inch Morgan mentioned that every year he brings up the Bylaws and the Interlocal agreement and some of the requirements that are incumbent upon each entity. The first is every year John needs an endorsement from each governing board that the primary and secondary voting member for this Board is sent to Andrea, so she knows who's coming in. The primary is typically the Chief and then there may be one or two other individuals designated to be voting members.

#### **Appointment of Officers**

In the Bylaws, it also mentions the appointment of officers. We appoint the officers the first meeting in January to appoint officers and the terms. This will be revisited in December where the Vice Chair will move up to the Chair and we will vote in a new Vice Chairman. It's different for the Trustees as they have 2-year terms that can be renewed depending on what happens. We can also have elections if someone retires or moves so that we always have a Chair and Vice Chair to conduct these meetings.

#### **Member Voting**

In this group, every representative endorsed by the agency has an equal vote. In the Board of Trustees, the vote is weighted based upon the financial contribution to the Center in the previous year. The question that comes up every year is with new members coming in, how is their vote figured. We take an estimate of what their contribution would have been had they been a member for the entire year. The best estimate we have is what the budget is for the coming year because in most cases we have kept the member assessment the same. If there is an increase in calls, the assessment will go up; if there is a decrease in calls, the assessment goes down, but the bases stayed the same. With SB168 2 years ago, every entity assessed on an optional basis, the \$0.61 that goes into the 911 fund has been repealed and has become a State tax. For self-providing cities, it was not only the 911 fees coming in but also the membership fees for police and fire, which was how the assessment was determined at that point in time. With the repeal of the local option tax and making it a State tax that then is distributed by overall call volume throughout the state, cities like Taylorsville and Holladay didn't have a vote, but

they were still invited to participate. John's obligation is to publish this in the new fiscal year based on the elements already discussed.

**INTRODUCTION OF NEW BUSINESS FOR FUTURE MEETINGS**

**Annual Meeting Schedule**

The new annual meeting schedule is in the Drop Box. The only thing John believes we might want to do because we are maintaining this on the second Thursday at 10:30 a.m. unless you want to change this or schedule into this month where there is a meeting cancelled. This is something that can be done closer to those days but would be the only thing that would be up for discussion right now.

There was nothing else to discuss at this meeting.

The meeting adjourned at 11:17 a.m.