

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

OPERATIONS BOARD MEETING
September 12, 2019 – Meeting Minutes
VECC Board Room - 5360 S Ridge Village Drive
West Valley City

MEMBERS PRESENT: Chief Jeff Carr, South Jordan
Chief Derek Maxfield, West Jordan
Chief Ken Wallentine, West Jordan
Chief Stephen Higgs, UFA
Chief Troy Carr, Herriman
Chief John Evans, West Valley City
Chief Robby Russo, Cottonwood Heights
Chief Colleen Jacobs, West Valley City
Chief Craig Burnett, Murray City
Chief Terry Addison, South Salt Lake
Chief Jack Carruth, South Salt Lake
Undersheriff Jake Petersen, UPD

OTHERS PRESENT: Sgt. J.D. Tazol, Cottonwood Heights
A.C. Chad Pascua, Murray
B.C. Bart Vawdrey, Draper
D.C. Jeremy Robertson, West Jordan
D.C. Mark Ownsby, West Valley City
Sgt. Pat Evans, Draper City
Dave Shopay, West Valley City
Chris Armstrong, West Jordan
John Inch Morgan, SLVECC
Jonathan Bridges, SLVECC
Beth Todd, SLVECC
Gigi Smith, SLVECC
Shelly deJong, SLVECC
Missy Widdison, SLVECC
Leslie Devey, SLVECC
Jeff Monson, SLVECC
Andrea Partridge, SLVECC

APPROVAL OF MINUTES

Motion –

. . . By Chief John Evans; to approve the minutes of the August 8, 2019 Board of Operations meeting; seconded by Chief Craig Burnett; the motion passed unanimously.

USER COMMITTEE REPORTS

Law Enforcement User Committee Report

Gigi Smith mentioned that Danni Bills from UPD came in and presented information on the Autism Safety Roster which is currently on UPD's website. She is suggesting that all agencies get together and look at creating a roster we can push out to the public and share information in trying to return missing some of our missing and lost autism/dementia-type individuals back to their homes. John Inch tasked Gigi and Shelly to put everything together and bring it to the Chiefs for a final decision. Chief Hoyal with UPD shared that they have gone to a new process of abbreviated call details. Anything priority 4 or higher, they are no longer putting out all the details over the radio. On the Spillman side, this has been discussed several times. Currently, we are still giving out all the information, including address, basic details, and who the contact is. On towing and NCIC files, Becky Nielson and Gigi will be meeting with the towing coordinators from each agency. They found that the coordinators are reaching out to our Supervisors and asking to make changes on towing companies. The question was asked whether the tow coordinators from each agency has access to that module. In talking with TS, Gigi found out that if they had the CAD client, they do have access to the module. If not, it's a matter of Lin giving them a sign-on and password in order to do it. Gigi wants to bring the coordinators in and speak with them to see if this is something they can do versus turning over to us. On NCIC files, right now it's expected that the SLVECC Supervisors transfer over all the NCIC file packets each morning at 0700. When we were all on the FTP site, the Supervisors would send them over to this site. Some agencies are still on FTP and some have moved to One

Drive. Gigi will reach out to the records departments to see if they are able to get onto the One Drive to make it smoother and more streamlined. They reviewed the PD User charter and one small change was sent in the packets Gigi forwarded over. Gigi discussed free mortuary services. There was a body found in one of our cities; we were unable to find any next of kin. The officers asked if we could call a free mortuary/free funeral service company. We did find that there are two agencies that will do it and the contact information was shared with the officers at the PD Users group. It will also be placed on our wiki. They had a presentation on the Rapid SOS, and no suggestions or edits were made. It will now go to John Inch Morgan for signature and get it trained. Leslie went over the EPD DRC review. Finally, UPD Sgt. Sampson has offered to come in in October and discuss how to put together a mental health unit and how that's helped them to save money in resources.

Fire and Emergency Medical User Report

D.C. Mark Ownby mentioned that they discussed the CAD and recommend issues. Mapping is getting better for Fire; there were positive comments about that. Most of their time was spent on EMD DRC and talking about the 33-code. West Jordan is working on an agreement with Gold Cross. It is still in the works. SLC doesn't use the 33-code, they have a policy in place. Beth commented that they are still working on a few things as far as comparing the ProQa codes to what it translates to in the CAD system and what the recommended responses are.

TS Users Report

Chris Armstrong said that coming up on the 26th is Spillman agencies will get an update to fix the DI-9's that are currently having issues. On the Fatpot side, they are having issues with them there, and they are working with Fatpot; there is limited support right now due to the size of the company. There is a lot of diminishing support on the Spillman side for a lot of agencies, which is very concerning.

STAFFING, RETENTION, NEW HIRES, CAD, CALL-TAKING & RADIO CHANNELS

New Hires & Retention

Jeff, Shelly and Gigi made a report to the Board of Trustees last month on where we are as far as staffing. Jeff commented that some of the information he shared was that with unemployment being low, we are still looking for good individuals. This last group we hired, we had 97 applicants and there is still a bit of recruiting going on, but there are still staffing and retention concerns. Some of our challenges we've had over the past while include SLC adjusting by going to their Board and getting \$500,000 and authorization to hire more individuals. With this, it has caused us some challenges; some of our employees have left to go to SLC. SLC does offer a \$500 recruiting bonus. SLC also has a more aggressive step plan with a lateral hiring program. These are some of the things we are competing for. Jeff mentioned we try to stay as competitive as possible. During the budget process, Jeff calls each Center throughout the Valley to find out where their steps are and what they are doing in the upcoming year. He tries to gather as much information as possible to then propose to the Boards what he thinks would help VECC stay competitive. Jeff recently got some information back from some of the agencies as just as an example, Bountiful gave a 5% market adjustment, Layton was 6.1%, Davis County was 12.1% and Weber had an official salary survey done and their change was 12.4% on Dispatcher 1 positions. SLC has made some adjustments to their starting wages; they were at \$17.95 and now they are at \$18.53. Trying to stay competitive and recruiting and retaining is very important. Currently, we have 7 individuals training on the Spillman side and 6 individuals training on the Versaterm side. We just hired 6 new people who will be starting on September 23, 2019. We are still requiring mandatory overtime currently. To help incentivize employees to cover these shifts, we are offering double pay for overtime worked. Adjustments have been made to our training; we are always looking at our training program. It takes 3-6 months to train an employee and nearly 12 months to train on all the different channels. The merger of the 2 CADS has been a conversation for quite some time. Being on 2 separate CADs is a very challenging thing. When we hire employees, we must decide which side to have them train on; it's a constant struggle getting the appropriate staffing for both sides. Going to one CAD would help and would save money as well. With the challenges we are facing, can or should we do a retention bonus; other agencies are offering \$1,000 or more on just retention. We are looking at coming back with a mid-year budget adjustment along with some proposals on what we can do to stay competitive. John mentioned that these findings are being shared with the Board of Trustees on a regular basis. We have done salary surveys prior to the budget but the problem is that everyone passes their budget about the same time. There are two things we need to look at; when we have everyone on a different manual, it makes it difficult if someone calls out sick to move someone over, even on the same CAD system. With 2 CAD systems and a vacancy on one side, John doesn't have the ability to move a Versaterm-trained individual to come over. The question asked is why everyone isn't cross-trained. This becomes a long process to do this because it takes months to make someone competent on a given channel let alone on a different system all together. Even though upgrades have been done to both systems, it's not a sustainable plan of action. It's very important to move forward on this, moving to a single CAD. It's on the agenda to discuss at the next Board of Trustees meeting. Chief Carr asked for an update from the Fire side; he heard that after a few meetings, there might be movement there that we could get a recommendation to the Trustees.

John mentioned that he hosted a conference call with a second vendor, Mission Critical Partners, to discuss the two legacy systems and their capabilities. The very next day at the Fire Chiefs meeting, there was a discussion. Chief Evans commented that the Chiefs all agreed that Versaterm would meet the needs of the Fire services. They did only look at the Fire portion. They looked at some of the other agencies and what they are doing. It was also stated that more worked needed to be done. It came down to the CAD functionality issue and if they can bring in someone like MCP to help navigate through that process with Versaterm, make sure that the CAD functionality occurs and provisions are provided for, the Fire Chiefs are more comfortable about this. They also intend to do some site visits where Versaterm is up and running providing both PD and Fire CAD functionality to verify and see it's working together. Mission Critical said that Versaterm has been able to use our legacy RMS systems but they want it demonstrated with live data versus test data. Chief Evans further commented that they said it doesn't matter which CAD company you go to. For a CAD company to say they would not hook to an RMS system, it would shoot themselves in the foot and never sell a CAD system. The largest Fire agency around that currently has it up and running is Portland Oregon. Mesa and San Mateo just purchased it and are in the process of implementing it. One will be done late 2019 and the other larger one will be in 2020. Back to hiring and retention, Chief Carr asked if there would be a discussion to adjust the budget. John indicated he had two resolutions to deal with this; one is the discretionary fund to do compensation adjustments. In the budget, we have \$190,000 that John has discretion to deal with. The other resolution looks at utilizing some of the fund balance to do some compensation-based adjustments as well.

Call-Taking & Radio Channel Staffing

Beth Todd explained that with the turnover we have been experienced as well as trying to do some cross-training as agencies have transitions from one CAD to the other, it's required the scheduling and trying to assign our resources as effectively as we can across the center; it's been quite challenging. For example, our current bid, there are 69 police channel positions and we have 60 full-time dispatchers to cover these positions. We are also losing 3 more on the Versaterm side who will be working for SLC. On the Fire side, there are 14 positions with 13 full-time dispatchers. Call Taking has 24 positions and 17 full-time Call Takers to fill the positions. We are helping to fill the gap by utilizing our part-timers the best we can as well as using overtime. On the Call Taking, we are seeing an impact on our answer times. From 0900 – 2300, we are answering over one hundred 911 calls being answered every hour; in the month of August, we answered 26,500 911 calls. We handle over 90,000 emergency and non-emergency phone calls every month. A 911 answer time standard is 90% of the calls should be within 15 seconds and we are at about 81%. We currently have 14 Operation Supervisors positions on the Spillman and Versaterm side with 11 individuals currently trying to manage these shifts. As Jeff mentioned, we currently have 6 new hires coming in on September 23rd, we have 13 people currently in training and on top of that, we have 8 Spillman dispatchers being cross-trained on the Versaterm side. There is a lot of training and cross-training we are trying to keep track of to meet the needs of everyone with our current situation. Gigi Smith added that as much as we are trying to work off 2 CADS and in preparation for those agencies switching from Spillman to Versaterm, beginning this Monday at 0700, we will temporarily be combining Draper with South Jordan, for 2 weeks until September 30th. Cottonwood Heights will be combined with South Salt Lake for 7 weeks until November 4th.

Chief Evans also added that Mission Critical said that it's not at all advisable to run 2 separate CADs out of the Center. They did not advise that Police and Fire have separate CADs.

CAD

John commented that the CAD has already been discussed but would entertain any questions that might come up. If there are specific questions for Police and Fire, these will be addressed at the break-out sessions as well. Chief Carr did note that South Jordan would be moving to Versaterm; they are getting quotes for this now. John said there are two processes when our agencies choose to go to Versaterm. There's the CAD server for RMS that is situated at SLC, which has always been the case. The CAD was run in UPD at the EOC center, but the RMS was housed at SLC. When we worked on the Hexagon project, we built two redundant server systems which are, for the most part, identical to each other. That is how the hardware is set up. As we look at the upgrade to the Versaterm system from the RMS, there is the onboarding to the SLC RMS for police and then there is the onboarding for the CAD here at SLVECC; there are two different processes and two different notifications so that both sides can prepare for this. Chief Russo commented that when John goes to the Trustees and discuss wages, the group of people you seem to lose to SLC are the most expensive group due to the amount of training invested in them and he asked what the timeline would be on making it work. John answered that with the \$190,000, it can be utilized immediately. The second part is after the 25th, if John's second Resolution is passed, he can implement the other. The money is there, it's just in separate accounts, and John needs authorization to move it from reserves to operating costs. Chief Russo also mentioned the second issue; John is leaving December 31st, which is coming very quickly. South Jordan HR is working on putting out recruitment on this right now. A brochure

should be coming out very soon. The Trustees made the determination to have South Jordan HR head up the recruitment.

INTRODUCTION OF NEW BUSINESS FOR FUTURE MEETINGS

There is no new business for future meetings at this time.

There was nothing more to discuss at this meeting.

The meeting adjourned into the separate sessions at 11:01 a.m.