

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
October 16, 2019 Meeting Minutes
VECC Board Room
5360 Ridge Village Drive, West Valley City

MEMBERS PRESENT: Mr. Gary Whatcott; South Jordan
Mr. Doug Hill; Murray
Mr. Konrad Hildebrandt; Riverton
Mr. Wayne Pyle; West Valley City
Mr. Mark Reid; Bluffdale
Mr. David Dobbins; Draper
Mr. Kane Loader; Midvale
Mr. Brett Wood; Herriman
Mr. Kyle Kershaw; South Salt Lake
Sheriff Rosie Rivera; UPD
Mr. Mike Reberg; SLCO
Chief Dan Petersen; UFA
Mr. Scott Harrington; Taylorsville
Mr. Mike Shelton; Cottonwood Heights

MEMBERS ABSENT: Mr. Mike Morey; Alta
Ms. Gina Chamness; Holladay

OTHERS PRESENT: Mr. David Brickey; West Valley City
Mr. John Evans; West Valley City
Mr. Layne Morris; West Valley City
Mr. Jason Mazuran; UPD
Ms. Colleen Jacobs; West Valley City
Mr. Jeff Carr; South Jordan
Mr. Layne Morris; West Valley City
Mr. Troy Carr; Herriman
Mr. David Church, SLVECC
Mr. John Inch Morgan, SLVECC
Mr. Jonathan Bridges; SLVECC
Mr. Jeff Monson; SLVECC
Ms. Beth Todd; SLVECC
Ms. Gigi Smith; SLVECC
Ms. Shelly DeJong; SLVECC
Ms. Leslie Devey; SLVECC
Ms. Tracy Houston; SLVECC
Mr. Martin Webb; SLVECC
Ms. Trevicas Unsicker; SLVECC
Ms. Andrea Partridge; SLVECC

Mr. Gary Whatcott welcomed everyone to the Board of Trustees meeting.

CITIZEN COMMENTS

Gary Whatcott asked if there were any citizen comments. There were none.

APPROVAL OF MINUTES OF THE SEPTEMBER 25, 2019 BOARD OF TRUSTEE MEETING

Motion –

. . . by Mr. Doug Hill; to approve the minutes of the September 25, 2019 Board of Trustee Meeting; the motion was seconded by Mr. Mike Reberg; the motion carried unanimously.

OPERATIONS BOARD REPORT

Chief Jeff Carr reported that the Law Enforcement Users reported on follow-up working with 911 callers with a mental crisis so that we can send that call to UNI and they can assist; if they need us, they can call us back. They also discussed 911 hang-up calls and the policy will generally be if they can target an area within 150 meters of the call, they will probably send. If they cannot, there is nothing suspicious, or there is no history, they will ATL and clear the call out. There was also information about a new app called Send Police, on a national platform. If someone feels unsafe but they don't want to call 911, they can use this app and they will talk the person through it. They will act like an alarm company and contact us if needed. The Center reported they received their first call from this app this summer. On the Fire/Medical side, they discussed interfacility transports. They also talked about the upcoming shift bid for November and September; at times, they will reduce the hours for having a 4th fire dispatcher. TS Users reported the Versaterm move and the issues surrounding that. There was an update from John Inch Morgan on some of the onboarding costs, which will be discussed at this meeting further. The timeline for the onboard was discussed; about 15 months. It was mentioned that at least in Sandy's case, they are maintaining their Spillman records at no cost because they keep it on a desk top, and they are not paying Spillman anything to do this. Depending on functionality with the Spillman records, there may be costs involved or not. It was reported that Lisa Burnette and John Inch Morgan attended the UCA Board meeting; there was discussion about the migration to VECC servers and some of the technology challenges. There was a large briefing on the mid-year budget adjustment, which will be discussed today.

Banjo Presentation

John Inch Morgan commented that Banjo is a company that deals with information and predictive events. They came and presented to the Board of Operations and asked if they could attend this meeting; John emailed them to do so. They have a contract with the State, but it is dealing with social media and going through different algorithms to then provide information to public safety and other groups to do predictive events. Chief Carr said they came and spoke to the Board of Operations Board; what they are really interested in is gathering a few data points from VECC. They'd like to know the type of call, and where that's occurring. We would feed this information to them and in conjunction with all the artificial intelligence they are using including cameras and social media, they believe they can provide real-time intelligence to public safety. He has seen the app and it is quite impressive what they can do. Chief Carr wasn't sure if it was a VECC or an individual agency decision whether they wanted to share the limited CAD data with Banjo. John put it on the agenda, at their request, as a beginning point of discussion and he has sent the agreement to David Church to review. He believes it's something this Board and the Operations Chiefs needs to look at and determine if allowing them to capture the data that we generate here, scrubbing out all the personal identifiers, is something all agencies would have to approve before releasing anything. This agreement is in the Drop box for review. Sheriff Rivera mentioned that they have a contract with them on the UPD side along with Salt Lake County. John mentioned there is no cost in the agreement they have forwarded to us; it's just granting them access to the data. The greater the participation, the more effective their predictive intelligent gathering is. David Church said if it's really scrubbed data, they are asking for public information. It's really an agreement where we are waiving our normal GRAMA process and fees and it shouldn't be an issue. Chief Peterson asked if VECC could put a recommendation together that he can take to his attorney; David Church will put this together and it will be added to the Drop box. Kyle Kershaw asked if it would take a lot of work for someone at VECC; to gather the data and scrub it. The data would pull from specific tables in the database. They just want the address and the nature of the call, real time. Jonathan Bridges said the discussion he's had with them involves creating a VPN-type connection, the same way it's done with all the agencies. There would be no impact to Dispatch or supervisors. John expects this will be brought back to this group in November and he will make sure a representative from Banjo is here to present it.

INTRODUCTION OF BUDGET RESOLUTION T19-15 AMENDING THE FY2020 BUDGET

Jeff Monson reported that last month, he provided some of this information and there were additional questions for other information requested that he bring back to this meeting regarding the adjustments and steps to be take. He wanted to review an overall plan of what's been done and some of the steps he would like to propose moving forward to help VECC be more competitive and retain employees as well as attract new employees. Beth Todd reminded everyone of how we got to this point, last month, it was presented to the Boards some of the information of some of the operational challenges experienced, mostly because of the disparate systems we

are running simultaneously. The CAD2CAD interface communication between Spillman and Versaterm broke, which has presented even more communication challenges. With the phone system, the 911's and 801-840-8000 still come in on the Spillman side regardless of which agency it's for. We then must transfer those emergency calls to the Versaterm side, who then must take the entire call as well as dispatch at the same time. Shelly deJong mentioned that they don't use Pro-QA, but they have codes they do use. Beth said another piece of that is when it comes to call volume. Versaterm still gets the 801-799-3000 as well as 911 or other calls that are transferred over. She updated the call volume from last month and we are a total of 80,000 calls for the month handled by 102 full time and 25 part time employees. This is down about 7,700 calls from August and as we enter fall and winter, call volumes go down a little, but the call volume is still significant. On the phone system and the management plan requested from last month, Version 7.3 on Versaterm, which we are on right now, is only Windows 7 compatible. We have identified 5 machines on the Spillman side we have loaded that client onto and starting next week, we will train the Spillman call takers on how to do direct entry into the Versaterm system so they will lessen the number of calls to be transferred. Our national standard is 90% of all 911 calls are answered within 15 seconds during the busy hour of the day; our busy hour is typically 1700 and for August of 2018 with 28 call takers, we were at 83%. August of 2019, we were at 49% and September we were just over 48%. Beth displayed an ECAT spreadsheet which shows call reporting. The Board of Operations asked her at what point we reach the 90% answer time. She didn't have an exact answer on that other than it being between 1-2 minutes because of the way it's reported. We reached 94% by the 2-minute mark off this report, based on the 1700 hour. Beth will do more research with other reporting systems to see if she can come up with a better idea on this. It was asked what the reason was for the reduction of call takers from 31 down to 17 now; was it a decision by the Board to reduce the budget, inability to recruit, or a reflection of a reduction in calls. Beth said yes to all of it. Going back to Sandy leaving, at that time, we lost 10 call taking positions out of the budget. As time has progressed, we have in the schedule, positions for up to 28 call takers, but we haven't been able to hire and keep the number of staffing to get us back up to 28. We have 9 in training right now and 4 of them will solo in a few weeks. This will take us to 22. The next 5 will take us up to 27; we will be in a much better position by January, which is when the second group should be soloing. Part of our issue is the amount of turnover and lack of retention. Beth took the question of the management plan to the Police and Fire users this month and there were different focuses between the two groups. On the Fire side, their comment was that we are in escalation wars with other dispatch centers and they learned the hard way that pretty much all you can do is programs that have some type of fiscal tie to it. They had ideas that were retention-based; Tier 1 versus Tier 2 and the amount of contributions that are paid into the URS, educating the employees on the benefits of an HSA plan, multiple testing dates and more interface with the crews and positive reinforcement from the field. Gigi Smith commented with the Police users, their focus was heavy on recruitment. What they are finding within their agencies is going out and getting their name out there. We also need to get with the times; younger generations do everything through social media, on their smart phones and on computers. We might have 80 people go to our website and put in an application, but only 20 of those will come in and type test. They also talked about changing retirement and benefits; as civilians, we are Tier 2, and 35 years is a long time to be in dispatch. Jeff Monson commented that other suggestions were to have a link on websites of our agencies, which we will look at and we will ask for help in helping us with recruiting. The Sheriff mentioned that it goes come at a cost, however. Advertising is very expensive. Jeff said we are reaching out, doing job fairs and other things, trying to get the SLVECC name out. This last recruitment, we had 97 individuals apply with us, but it dropped off as they would have to come in and type test and take the pre-employment screening and interview. Over the last little while, we have been able to hire 5-6 employees per group and we have been doing this more regularly. Beth reported we had a Budget meeting yesterday and we went over some of the information she will share here. Chief Carr commented that what we do for employees once they are here is important; we had more people leave for other employment outside of dispatch than we lost to other dispatch centers. The wellness initiative we are all dealing with in law enforcement and making sure we take care of our people needs to be the focus in keeping dispatchers. Beth reported on some of things they are doing now, some with a fiscal note and some without, including 16 hours of mandatory overtime along with double pay as an incentive. A study and coverage plan were done for the upcoming shift bid for November and December, and the schedule has been reworked for better coverage, adding in 2 hours of overtime to everyone's schedule. Next month's mandatory overtime will be 8 hours which is built into their schedule, so they know what to plan on. This will provide better coverage. West Jordan 2 will be closed with the new bid and West Valley has agreed to shorten the hours of their second channel to 10 hours instead of 12 except for Friday and Saturday. We really appreciate the help and support the agencies have given us with different plans. With the merge, we are finding that we are denying too much vacation, so

we looked at this and adjusted the amount of vacation slots open and it's spread around more. Jeff commented that with the merge we looked at what UPD and VECC had for vacation and combined them to make that benefit a little richer to benefit the employees. With recruiting, we increased the frequency of hiring and we are working with one of our supervisors to work on the verbiage to make advertising for the position more attractive. On recognition, we are doing more public recognition for our employees who have outstanding performance; those successfully involved in an incident and things. We've asked the agencies to send in commendations and we have a "Rock Star" board out on the dispatch floor where these commendations are posted for all to see. We continue with Telecommunicators Week and all the activities we do to recognize their importance. With meals, Andrea began inviting food trucks out to try and give the employees different choices, which they are excited for. We are educating employees on their total compensation package; Jeff will sit down with each employee individually to help them understand their full compensation is and what that costs. Our Health & Wellness and EAP programs go back to wellness and making sure we are taking care of our employees. Currently in the budget, we have shift differentials, sick-leave buy back, and tuition reimbursement. Our broker and insurance package have been reviewed. We will be introducing some performance competitions as incentives. Sheriff Rivera asked if VECC has retention bonuses; it's been very effective for her jail since they introduced it 2 years ago. It's helped keep employees currently working and show them they are appreciated. They do make them sign a contract saying they'll stay for a certain amount of time. There are dispatch centers offering anywhere from \$1,000 to \$10,000 on a temporary basis as a retention bonus; we will be looking at it, but we don't currently have it.

Jeff Monson goes through every January or February, in preparation for the budget, and make contact and gather information from all the dispatch centers and agencies. He finds out what is anticipated in the budget going forward such as COLA, performance increases, merit increases or other benefits that will be offered. He then forecasts and anticipates an appropriate COLA or performance increase. A budget is developed with this information. This year was unique, after budgets were passed, Jeff received information from other agencies who gave more of an increase or gave retention/signing bonuses. Wayne Pyle asked Jeff if he's asked if the agencies have tracked data to see how these effects are affecting their retention or their departure rates. Jeff hasn't gotten that specific on it, he hasn't received data back, but he has asked how it's worked. The Sheriff mentioned that they do track this data; Wayne asked if she could tell him what the reduction rate of their employee loss. She said she could tell him and does present it to the counsel once a year to show that the retention bonus helped; it's how they got it again this year. Wayne also asked if we could track those that left and why they left. Jeff said he would start doing this as this would provide good information. Beth did mention that we do exit interviews; Andrea conducts them as the employees are more comfortable in talking with her. Gary Whatcott asked if we have a break down of why people are leaving. Jeff Monson replied that about 60% left for other jobs out of this current year. Other jobs include nursing and other places that don't require shift work. The others left for personal reasons; stress, wanting to stay home, a few were having babies. Gary asked how many were leaving to other agencies. Beth said there were 9 employees, 7 of which went to Salt Lake City and 2 went to other Centers this year. Wayne asked what that would equate to how much of that 60%. Beth said we've lost 41 people, so about 1/4th of them. Mark Reid also suggested interview new hires to see why they left their last place of employment. Mike Shelton asked with the \$190,000 that was approved, what percent increase was received this year. Kyle commented based on the worksheet, it would be the initial 5% plus 1.4 to 3.3%, which is 6.4% to 8.3%. Jeff wanted to compare Salt Lake City with where we are, as they are actively recruiting some of our dispatchers. SLC starts their employees at \$18.31, up from last year. They are on a step plan and they top out at 8 years. We currently start at a training wage for the first 6 months at \$17.37 and then they go to \$17.88. It takes our employees nearly 18 years to top out. Mike asked how many of the 41 employees we've lost this year left in the first 6 months. Jeff would have to get that specific information. Mark Reid asked of the dispatchers, what percent are in the first 3 years of their career, what percentage are in their 4-8th year and how many are above the 8-year plan. Beth reported that approximately 75% of our employees have less than 5 years. 85 or 86% have less than 10 years. Jeff displayed the \$190,000 and how it's been spread out, trying to assist with compression issues and get us a bit higher in the starting wage. It would bring our start wage up to \$17.60 and then up to \$18.38. If the \$310,000 is approved, there are other numbers that bring up to \$17.62 and then \$18.53 after 6 months. This would really close the gap for the first 5-6 years, where we want to retain individuals. We found if we can get people to stay with the organization for the first 5 years or so, they have more in retirement, and we tend to retain them. We are looking at benefits too, we understand it's not money alone. Salt Lake City's benefits include directing them to a high deductible plan, where they pay about \$27 a pay period for a family plan. We have a high deductible

plan, and it's \$162.22 per pay period for a family plan. We don't front load money like Salt Lake City does. We are looking at how we make changes to some of the benefits we have. Our organization is smaller compared to some of the agencies, which does make a difference. We've considered offering a lower-tiered benefit and allowing employees to buy up; we are trying to make the package more attractive overall. Becoming more competitive with Salt Lake City would really help us in retaining and slowing the turnover. Sheriff Rivera asked if it was an officer safety issue, if we continue down this path. Jeff believes it is, which is very concerning and needs to be considered. Beth Todd commented she has asked the dispatchers to help with the non-emergency calls, if they are able to and the radio allows; this allows the call takers available for the 911 calls. This is on Spillman, and on Versaterm, we transfer those emergency calls over to them to get the information out. Versaterm doesn't have this option, they have to pick up the 911's once they are transferred. So, they are dispatching someone and answering calls at the same calls, which is all the time, constantly. We have 5 machines right now which have both Spillman and Versaterm on them so that everyone can help with call volume. After the upgrade in December, 7.4 upgrade, it is Windows 10 compatible, and all the machines on the Spillman side will also have Versaterm and will be able to assist with the calls. Mark Reid said at the first of the year, everyone got a 5% increase, and he wondered if the \$190k was applied across the board to all employees or if it was specific to the problem areas. Jeff has distributed it partially to the beginning to get the starting wage up and then to assist with compression, only in Operations. He is trying to close that gap in all those areas and bring things a bit closer. Agencies have been looking at this and giving market adjustments to try and become more competitive as well; one of the things we feel will help us as well. Mark said that the second proposal puts us ahead of Salt Lake City which would escalate the salary wars. Jeff replied that it would keep us competitive.

John wanted to summarize the analysis provided. We have always had high turnover, but that's part of the industry. However, we've been stable in replacing those we have been losing to other entities. Over the past 18-20 months, we have lost more people as other agencies have identified lateral hires. Recruitment hasn't been an issue; the training is the bottleneck. It takes time to get people certified to be able to answer 911 calls and then to train them on the police and fire radios. We are losing trained individuals and then hiring untrained individuals coming in. SLVECC is the largest and most complex PSAP and John believes we should be paying better than anywhere else in the state.

Gary Whatcott requested to open the public hearing for public comment and then come back to the Resolution. Chief Petersen commented that before this happens, this is the first time we have seen this request for the \$310,000. It was discussed at the last meeting; this is the first time it's been displayed in more detail. He said that we really don't know why a lot of people have left; we know a piece of this is 2 CAD systems, the workload, and problems we are having in that area. For some reason, 7 people have left for SLC, and now we are being asked to spend \$310,000 to fix this problem that we aren't sure exactly what the reason is, but we are clearly under market compared to Salt Lake City. Chief Petersen isn't opposed to this proposal, he just wants to make sure he understands it prior to opening the public comment. Mike Shelton referred to one of the charts; the people on the latter years are in line with SLC; it's in the first three years where we have the biggest problem of losing employees, that we remain below. Again, Gary wanted to open the public hearing and then have a motion and discussion and action.

Gary opened the public hearing at 3:14 p.m. and asked if there was anyone present who wanted to speak to this issue.

Trevicas Unsicker, a SLVECC Dispatcher, wished to comment. She's worked here for over 2.5 years now; she is currently a rover, which works all the Spillman police dispatch channels as well as taking calls. She has voiced retention bonuses and lateral hiring because she believes its VECC's biggest issues; she has seen how frequently we move call takers over to dispatch. When UPD came over, it was expected that we would be taking their calls to limit the amount of work they were doing, but the CAD2CAD broke, and we are not on the same phone system. There is a lot of frustration and stress and miscommunication about things because we are not all on the same page. Her thought is if we are going to work on anything, it should be retention bonuses and giving more laterals over by having an increased wage for those people. She believes we should be giving the money to those with the experience and those who have the commitment and want to stay here. It would be stupid for those people who have over 10 years at this job to go to other agencies because they are already making money here; which is a reason we've not lost those with more than 10 years, unless it's been for a serious life change. Those between the 5-8-year mark are very negative about the outlook of where

things are going right now; they feel it's an officer safety issue or someone will sue us. This is the general view she's had of people around her.

Gary thanked Trevicas for her comments and asked if there was anyone else wishing to speak. Seeing none, Gary closed the public hearing at 3:16 p.m. He asked if there was direction the board desired to go and would entertain a motion.

Motion –

. . . by Mr. Wayne Pyle, to deny Resolution T19-15; the motion was seconded by Mr. Mike Shelton; before a vote, Mr. Gary Whatcott asked if there was any comment to the motion.

Wayne Pyle wanted to comment on his motion. He appreciated the analysis that was done, and the information presented; he doesn't believe the data presented links the action to the actual result we are desiring here. He believes the \$190,000 got us within striking range. We have been told the first 3 years is the major danger point; the point was made this seems to be where much of the new money is focused to. He agrees with the idea that maybe some other benefit and/or actions might be more effective, but he wants to see more data and actual commitment that says the action we are going to take will solve the problem. He also pointed out that 7 out of 41 of these departures are related to SLC; 2 more of those are other agencies around, which results in 15-20% of the loss issue we are talking about even being related the proposed plan. For these reasons, he believes a lot more work needs to be done and he will not, with that level of buy-in to this process, vote for going into our fund balance \$300k that we don't have funding for in the new budget year. Konrad Hildebrandt wanted to throw out the overall corporate culture and how does that tie into this. He wants to know what it's like; do people like coming to work every day, do they not like it, and how are they treated. Study after study shows that usually someone leaves a place because you don't like who you work for. He has no clue and is not alleging this, he's just saying corporate culture and how to put this into some type of dynamic or chart is hard to do, but it's something that is out there everywhere. The other thing is training, and he would recommend starting employees at the higher wage because we hired them because believe in them and we want them, and we will train you. He would wipe out the first pay column and start them and this raises them closer right away to where we are. Chief Petersen supports being competitive, but he is struggling with this in the same ways; he believes the same, he doesn't have a training wage; when people start, they come in and make their wage. He would like to see something where at 3 years they get a good, big retention bonus. Let's target the problem. But he also agrees we need to figure out how to maintain a competitive wage. He agrees with corporate culture, but dispatch service is unique. Everything they do is recorded and hyper-focused. When an event goes wrong it's the easiest thing possible to pull up a call and radio traffic and it's an incredibly stressful world. These things need to be addressed. Chief Petersen is willing to spend the \$310k, he's just uncomfortable that we haven't hit all the targets. Doug Hill wants to support the Resolution, but his concern is the timing; he believes we should be doing this as part of our budget process. He believes it has merit and he would hope we could come back during our budget preparation time and fine-tune it as he is supportive of what we are trying to do. Brett Wood commented that we are part of the culture here at VECC; the decisions we make affect the team here. He cautioned about making a hard no on this at this point. It doesn't matter why people are leaving, they are leaving. We all deal with being a training ground for everyone else. He believes we should table the discussion and get us more information on why employees are leaving. This subject has been discussed for months and months and we need to do something. Our biggest competition is Salt Lake City for dispatch. Sheriff Rivera agrees that we should table this and direct the staff to tell us what we want to hear. She expressed appreciation to Beth for everything she's done. She commented that VECC is doing the best they can and if this Board isn't giving them the direction that we want, maybe we should sit down and give them what it is we want to see. We are in critical mode right now and we cannot afford to lose more and more dispatchers. If there is an inkling that there is an officer safety issue, we need to jump on this because if an officer is hurt and we link it back to this, it will not be a good thing. Tell them what you want and have them bring it back. Wayne Pyle replied that the Board has said yes many times and he has very specific reasons why he's not happy with the proposal; he's not necessarily opposed to some sort of continuing of questioning and examination, which this process is all about. His point is that we don't know what the problem is. There are many reasons why employees leave and throwing \$300k that we don't have at the problem in mid-budget year is not going to solve this problem. Wayne wants the message heard loud and clear that we must make the line and examine what the situation is and what will fix the problem. Tabling this until possibly the next meeting, in his opinion, does not send a strong enough message. Sheriff Rivera said in her personal opinion, we are

sending out a message it's a flat-out no. Wayne wants to see direct links to efforts and as far as he's concerned, the argument is unconvincing.

Gary Whatcott mentioned that he's sat around this table for nearly 20 years and we've been chasing this issue for a long time; this isn't the first year we've lost a lot of employees, and it's not the last. This very discussion has been had numerous times year after year of losing employees. He believes it's more than just throwing money at it; he is in favor of what he's hearing around the table, it's not that we are opposed to giving the employees whatever is reasonable, but he's not sure what is competitive anymore. He doesn't know if we have torn it apart enough yet and he doesn't know what that looks like, but for him, he wants to see a different approach. Every year, throwing money at this, there has got to be something to what Konrad is saying; other things we can do to stay competitive. Gary hears that the motion is denied for today, but it's not the end of the conversation, which Wayne agreed to; it's never the end. Whether it comes back in a month, mid-budget year or at the new budget, it's something that can be discussed. He only knows it's been a problem we have been chasing forever and it's got to take something besides just money to solve it; and part of it is just the nature of the business we are in. Mark Reid said that we all see where we work, at four years, something happens that the individuals are not vested, an opportunity to leave to do something else because they have this retirement. It seems that we need to focus on the 5th year, to entice them to move past this time. He likes the motion; he believes we need to be very specific of where we apply the money that we grant to take care of the problem. He believes being very specific on an individual basis rather than a group bases, targeting the individuals he wants to keep and not just every employee over 4 years or those that just hired on. He likes to target the best of the best. As Management, that's what he'd expect Management at SLVECC is to be able to administer the money we give them, but he's not in favor of giving more than the \$190k. Mike Shelton commented that under the current proposal, everyone's going to get a raise from what we did at the last meeting of between 1.5 and 3.5%. If it were him, he would look at how to spend that money to solve the problem more specifically, but one way or the other, VECC has \$190k to spend for the remainder of the year, if nothing else comes forward, which can have an impact on the problem and should have an impact on our willingness to spend money when it's appropriate.

Chief Petersen agrees with the messaging we are sending to the employees. The struggle he is having with this is he wants to see something come back, if this motion passes, that addresses an immediate problem and then maybe us as an organization, take a commitment to what we want in our employee pool and then through the budget process, fix that. If we want to be in the top two or equal to, let's make that decision in the budget appropriately through the process and see how close we can get to this. He wants something to come back that addresses the immediate issue and talk about the why people are leaving. Gary reminded everyone that the motion was to deny the resolution, and from what he's hearing from the conversation, we are directing John and staff to come back with some alternatives for the immediate problem and longer-term solutions solve it during the budget. Wayne's motion basically says he sees this resolution and the information attached to it is inherently flawed; we need a whole new different and better rationalized proposal.

. . . the motion failed after a roll call vote 53.41% to 46.59%.

Gary Whatcott gave John strong direction based on what he heard to bring this back. John Inch Morgan will schedule this, and he will reach out to find exactly what the Board wants to have. Wayne Pyle commented he wants to know why 41 and by category why they left, your best estimate to that. It would have helped to have seen a bi-category ranking of how many went for specific reasons all the way done. He also wants to see rational as to this is why this will work. Sheriff Rivera would like to see something that shows, if the money is going across the board, if it's to prevent compression, because VECC is losing employees in the first few years. John commented this was not across the board but targeting those areas that were most vulnerable. Wayne replied it was across the board, it showed this way all the way through the information. Doug Hill would like to see it more from a budget perspective; if you're talking about taking \$300k from reserves, how does this impact a 5-year plan. We need to look at projections over the next 5 years as to what this does to our budget and how it affects our reserves. Gary Whatcott heard some thing about signing bonuses and other types of incentives, but never heard or received any direct information of how successful of how these work or not work; he would like to understand if they are worth our time and money and if they work in this industry. And are there other innovative ideas that have not been presented here that could be effective. Wayne Pyle said the analogy was used at the beginning of the presentation of more water going out of the bathtub than going in;

he'd like to know how much is going out and how much is going in and how much can we increase this. It was implied that we are increasing our periodic testing; why are we not continually testing. John replied that training is the bottleneck and can only bring in so many and have them in training. Regardless, he will get exact numbers and bring them back. Wayne, along with numbers, wants to see some real clear examination on how we can change that process.

EXECUTIVE DIRECTOR'S REPORT

UCA Requested Financial Report

UCA has asked for financial information which we have provided them on the grant itself; they had a few issues that dealt with the de-obligation of funds coming back to them. They wanted to know where we had spent the money; we provided them with 7 pages of our financial information. Probably the one difference is they asked for information based on direct expenditures for each license, each hour, etc. and that was not how the grant was awarded nor how we sent up the contract with Hexagon. We did percent of completion or milestones, and the reason it was put into the contract is because it shifted liability to them; they had to perform and test it and we had to accept it before we would pay anything. We didn't identify cost for 1 license or 1 hour of networking programmers time, it was performance on them, which provided us greater control. This is the issue we provided to them, they have still asked for it in different format.

EXECUTIVE DIRECTOR RECRUITMENT

Gary Whatcott reported they are accepting applications; the committee reviewed some today and they will set up some conference calls with about 5 individuals. We had about 45 in the application pool, but when it's been whittled down, there were very few that really qualified. He is still concerned that even the 5 they have were not the best, but we will see where that goes. It is open recruitment; we are still accepting applications. It was asked that the Operations folks come back with a representative to be in the next round of individuals for video conferencing. He will report back next month with how they are moving along with that.

MOTION TO CLOSE THE MEETING TO DISCUSS PENDING OR REASONABLY IMMINENT LITIGATION

Gary Whatcott requested to go into a closed meeting to discuss pending or reasonably imminent litigation and asked that only Board members be present in this session.

Motion –

. . . by Mr. David Brickey, to go into a closed session meeting; the motion was seconded by Sheriff Rivera; the motion passed unanimously by roll call vote.

The meeting went into a closed session at 3:45 p.m.

Motion –

. . . by Sheriff Rivera, to open the meeting to regular session; the motion was seconded by Mr. Wayne Pyle; the motion carried unanimously.

The regular meeting reconvened at 4:25 p.m.

CONSIDERATION OF RESOLUTION T19-17 EXTENDING THE CONTINUATION OF THE CISCO LEASE

John Inch Morgan said in 2016, we entered an Evergreen Lease; communication equipment is essential, and the Evergreen lease guarantees within 24 hours, they will replace anything that fails and will keep everything up. This is a 3-year agreement, which will move us ahead for 3 more years. David Church commented this is a lease purchase, and so he wanted it on the agenda to be voted on. John said this is our second time continuing this lease.

Motion –

. . . by Mr. Wayne Pyle, to approve Resolution T19-17; the motion was seconded by Mr. Mike Shelton; the motion carried unanimously.

CONSIDERATION OF RESOLUTION T19-16 AMENDING THE CURRENT CONTRACT FOR CAD SOFTWARE

John Inch Morgan put this on the agenda as this Board asked John to begin negotiations with Versaterm. He will provide documentation; there is likely more to be done. This Resolution authorizes the execution of the contract with Versaterm. He recommends that we bring this back so that John can gather a bit more information. Basically, it authorizes John to execute a contract and maintenance to the existing Versaterm contract to expand licenses and maintenance support to include all necessary interfaces for Police, Fire and Emergency Medical. There was a question raised about the \$30,000 in the budget for making sure we had an interface to Spillman from the Versaterm CAD, pushing information out. The document also specifically identifies the interfaces with Fire.

Motion –

. . . By Mr. Kyle Kershaw, to move this to the next meeting for further discussion; the motion was seconded by Mr. Wayne Pyle; the motion carried unanimously.

CONSIDERATION OF NEW BUSINESS

There was no new business to discuss at this meeting.

The meeting adjourned at 4:33 p.m.