

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
August 21, 2019 Meeting Minutes
VECC Board Room
5360 Ridge Village Drive, West Valley City

MEMBERS PRESENT:

Mr. Doug Hill; Murray
Mr. Konrad Hildebrandt; Riverton
Mr. Wayne Pyle; West Valley City
Mr. Mike Morey; Alta
Mr. Kyle Kershaw; South Salt Lake
Mr. Kane Loader; Midvale
Undersheriff Jake Petersen; UPD
Mr. Mike Reberg; SLCO
Mr. Dan Petersen; UFA
Mr. Scott Harrington; Taylorsville
Mr. Mike Shelton; Cottonwood Heights
Mr. Korban Lee; West Jordan

MEMBERS ABSENT:

Mr. Mark Reid; Bluffdale
Mr. Brett Wood; Herriman
Mr. David Dobbins; Draper
Mr. Gary Whatcott; South Jordan
Ms. Gina Chamness; Holladay

OTHERS PRESENT:

Mr. Tim Tingey; Cottonwood Heights
Chief John Evans; West Valley
D/C Scott Buchannan; West Valley
Sgt. Jon Arnold; Sandy
A/C Chad Pascua; UFA
Mr. Scott Teerlink, SLC
Mr. Mark Crider; SLC
Mr. Jaysen Oldroyd; SLC
Mr. David Church; SLVECC Attorney
Mr. John Inch Morgan, SLVECC
Mr. Jonathan Bridges; SLVECC
Mr. Jeff Monson; SLVECC
Ms. Gigi Smith; SLVECC
Ms. Shelly DeJong; SLVECC
Ms. Leslie Devey; SLVECC
Ms. Missy Widdison; SLVECC
Ms. Andrea Partridge; SLVECC

APPROVAL OF MINUTES OF JULY 17, 2019 BOARD OF TRUSTEE MEETING

Motion –

. . . By Mr. Kyle Kershaw, to approve the minutes of the July 17, 2019 Board of Trustee Minutes; seconded by Mr. Kane Loader; the motion carried unanimously.

OPERATIONS MANAGERS AND HUMAN RESOURCES REPORT

Jeff Monson commented that with summer winding down, he wanted to give an update on where we are at and some of the things we are working on. At the first of the year we planned for the merger and tried to get a

good count of how many individuals would be coming over. In April, we anticipated the new CAD in place and being ready to be trained on. We attempted to plan our staffing to get people hired and ready to train. However, when the merger happened, not as many individuals came over and SLVECC lost several individuals. Going into the summer, we were down staffing, and we have been continually working on this. The unemployment rate is very low in Utah, but we have been able to recruit well and get several applicants coming in and increase our hiring. There are many dispatch centers that are struggling to attract and maintain staffing. SLC has gone to their City council and has received approval for 10 additional positions and given approximately \$500,000 to implement those positions. They also implemented lateral hiring, which pays individuals with 4-8 years of service more than we currently pay. The benefits at SLC are less expensive as well. Because of the better pay and benefits, we have lost several individuals to SLC. Weber is giving a \$10,000 retention bonus over a 5-year period. UHP gave a \$5,000 signing bonus. Many different agencies are doing different things to try and attract and retain employees. We are doing everything we can to deal with some of these challenges we have with staffing. SLVECC used to hire every 3 months; we have moved this to hiring every 1-2 months. Right now, we have 7 trainees on the Spillman side and 5 on the Versaterm side with 1 more coming next week. Individuals are moving through the training but unfortunately, they are unable to fill channels at this point, which makes things challenging. We have looked at our training process coming into Call Taking and so we have been training on channels, moving employees straight to channels. The training program is being reviewed to see how we can make it more effective. As we entered Summer our call volume increased leaving more shifts needing to be filled. We have implemented mandatory overtime and to help incentivize filling these channels, we are paying double pay based on overtime worked. The culture is changing in that we have asked dispatchers to help assist in answering non-emergency calls when they can. With our newer employees, it is taking more time for them to process calls, but we are assisting them in becoming as confident as possible as quickly as possible. The CAD merger is still being worked on as we are anticipating being on one CAD. Still having two separate CAD systems, when we hire, we must decide which side to have them work on. The CAD2CAD system has also gone down and hasn't worked for a while; the communication isn't as effective as it should be. With everything going on, we have been aware of the budget and there may be a need to adjust the budget in the future. We are meeting with our employees and doing what we can to help this become a better workplace. Gigi Smith mentioned that we are assessing our numbers, making sure that we have staffing correct, enough people to work the calls and the channels. Also, a few months ago, Gigi and John went around and spoke with all the Chief's, talking to them about the staffing concerns and what we were working on. All of them 100% supported that during the slower times, it was okay to combine channels as necessary, which is also something we are looking at.

Shelly deJong mentioned that CAD2CAD is broken; it's what allows Spillman and Versaterm to talk to each other. With it being down, we are looking at two complete separate CAD's, and now it makes it even harder for a Spillman call taker to get a call over to Versaterm. Shelly mentioned that some of the employees who have left VECC were asked why they are leaving. Some of them have said that it doesn't feel there is a team here with the 2 separate CAD's, 2 separate phone platforms, and 2 separate sets of protocols. There are 2 separate agencies under one roof; they don't feel like it's a team. We need to keep the people that we have; we have so much talent on the floor and so much invested in them.

CAD UPGRADE SITUATIONAL REPORT

Jonathan Bridges mentioned the Spillman upgrade; the hardware/software was upgraded, and the operating system was moved from IBM AIX platform to a Lenox platform. This upgrade was problematic. To be fair, this was a huge undertaking. Jonathan asked them if we could spread the upgrade out a bit more and Motorola did not want to do that. The problem was when initial requests were made, the response received from Motorola was that they don't do business the way they used to, and they weren't willing to support us in the way we needed. On multiple occasions, Jonathan brought the all the agency IT teams here just prior to and during the upgrade. They mentioned to the Spillman upgrade team of problems they were having and that they needed more resources and they were met with resistance. From this perspective, it was a difficult upgrade. A few patches were applied this morning that finalized some of the upgrade process; three weeks after the initial upgrade was done. To be fair, it was a huge upgrade and we anticipated some issues, however, we didn't feel like Motorola supported us. On the Versaterm upgrade, they spread theirs out over several months and are breaking theirs into phases. The first part of this upgrade, they moved the RMS development servers and tested it. Then they moved the production RMS servers over and ran into a few problems with this. Because it was done on a smaller scope, they were able to allocate resources and get it resolved within a few days. There

is a lot more coming down the road with Versaterm and as we go through the phases, issues will be reported to this Board. On the CAD2CAD, the server that manages this was having problems prior to the upgrade with Spillman and prior to a certificate expiration. The certificate was not the cause of the system failure. It's an older system and it's not currently supported. Last week, Jonathan found out that after the new certificate was in place and the system was still not working, Greg Morris with the County who oversees the system began working with a new vendor. They came back and said because of the Spillman upgrade the way that recoding was done in some of the software, that interface will no longer work. It will require some recoding and programming. This entails bringing a vendor in, under contract, and there would be a financial cost. Any time the system is upgraded, we will run into this problem. Even if they get this fixed, it will be a very short-term solution.

CONSIDERATION OF RESOLUTION T19-10 – SURPLUS

John Inch Morgan commented that periodically we bring items to the Board for surplus. Staff went through and identified items that need to be surplus and have been replaced. We belong to a consortium, the Greater Wasatch Front Multinode, which includes Weber, Bountiful, U of U, and SLC and we back each other up. If VECC went completely down, particular to the phone system, Weber would start answering our calls and visa versa. As we have gone through with UCA, they have an RFP out to buy new CPE's for everyone in the State. Historically, they have provided grants and then each individual PSAP and Dispatch Center will buy their own system. The new idea is to put it out and have it owned and maintained by the UCA. We are in our seventh year of maintenance, which UCA is paying for, but we would not be buying the equipment as we would through a grant, but they would be buying the equipment. In getting quotes and to be able to back each other up, Bountiful and Weber would require a few more consoles. With the merger of UPD coming in, we have those available for our partners and he has included them on the surplus list for us so that we have the capability to place them in our partner agencies to have continued redundancy.

Motion –

. . . by Mr. Wayne Pyle, to approve Resolution T19-10 authorizing the surplus sale of assets and equipment; the motion was seconded by Mr. Mike Shelton; the motion carried unanimously.

GOVERNANCE REVIEW

Member Endorsement Letter for Trustee/Operations Boards

John wanted to mention that every new fiscal year, voting members for this Board need an endorsement from either their City Manager or Mayor. If it doesn't change, we don't need anything. But, to maintain the integrity of the voting, we do need an endorsement from each entity which identifies the primary and secondary for each of the governing boards.

Member Voting

Every fiscal year, John is required to reproduce a document that identifies the weighted voting. When new agencies come on, John estimates what their costs would have been had they have been a member for the entire year. UPD, for example, was a member for half the year; the contribution was \$2 million. This year, their contribution, had they of been here a full year, would have been \$2.935 million. Herriman and Riverton came on at different times in the year. Their assessment in last year's budget was about \$65,000 and this year, each pay a bit more than \$95,000 looking at their activity and call volume. The vote of the cities that are contracting for services are vested both with UPD and UFA. However, the determination was made that they have a seat at the table because the things that happen here do impact their citizens and they have a right to speak when we have those discussions. If there are changes in the service or growth, those changes are reflected in July.

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

Dave Church explained that John is requesting a motion to discuss pending or reasonably imminent litigation. Going into a closed session, we would want to make sure that we invite the right people to be in and identified. John mentioned that each of the items he's included in the closed session include pending or imminent litigation possibilities. There might be an issue with a litigation strategy, however, once the strategy is identified and John has direction, it's appropriate to bring this to an open session to make a formal determination.

Motion –

. . . By Mr. Wayne Pyle; to move into a closed session meeting, allowing those invited to stay and participate in the closed session meeting; the motion was seconded by Mr. Kane Loader; the motion carried unanimously by roll call vote.

The meeting went into closed session at 2:31 p.m.

Motion –

. . . by Undersheriff Jake Petersen; to move back into an open session meeting; the motion was seconded by Mr. Kane Loader; the motion carried unanimously.

The meeting went into open session at 3:26 p.m.

Motion –

. . . by Undersheriff Jake Petersen; to give John Inch Morgan authorization to sign a set agreement on behalf of the Board; the motion was seconded by Chief Dan Petersen; the motion carried unanimously.

INTRODUCTION OF NEW BUSINESS FOR FUTURE MEETINGS

There was no new business to introduce for the next meeting.

FY2019-2020 BOARD OF TRUSTEE MEETING CALENDAR

John just introduced the meeting calendar for the upcoming meeting. The calendar can be amended if necessary.

There was nothing else to discuss at this meeting.

The meeting adjourned at 3:28 pm.