

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
December 9, 2019 Meeting Minutes
VECC Board Room
5360 Ridge Village Drive, West Valley City

MEMBERS PRESENT:

Mr. Gary Whatcott; South Jordan
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
Undersheriff Jake Petersen; UPD
Mr. Mike Reberg; SLCO
Chief Dan Petersen; UFA
Mr. Konrad Hildebrandt; Riverton
Mr. David Brickey; West Jordan
Mr. Tin Tingey; Cottonwood Heights

MEMBERS ABSENT:

Mr. Mike Morey; Alta
Mr. Scott Harrington; Taylorsville
Mr. Doug Hill, Murray
Ms. Gina Chamness; Holladay

OTHERS PRESENT:

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 City
Mr. John Eining; Draper City
Mr. Craig Burnett; Murray City
Mr. Scott Teerlink; SLC
Mr. Mark Cryder; SLC
Mr. Jaysen Oldroyd, SLC
Ms. Kim Vershon; Versaterm
Mr. Scott Young; Snow, Christensen & Martineau
Ms. Lisa Burnette; SLC911
Mr. David Church; SLVECC
Mr. David Sanderson; SLVECC
Mr. John Inch Morgan; SLVECC
Mr. Jeff Monson; SLVECC
Mr. Jonathan Bridges; SLVECC
Ms. Beth Todd; SLVECC
Ms. Shelly deJong; SLVECC
Ms. Gigi Smith; SLVECC
Ms. Mary Bain; SLVECC
Ms. Jonna Bailey; SLVECC
Ms. Leslie Devey; SLVECC
Ms. Andrea Partridge; SLVECC

Mr. Gary Whatcott welcomed everyone to the Board of Trustees meeting and commented that we didn't have a quorum quite yet, but he wanted to go ahead, and set started with the meeting. There was no one present for public comment.

SITUATION REPORT ON THE CENTER ANNUAL AUDIT

John Inch Morgan commented that the audit hasn't been completed yet. He has been talking with Osborne, Robbins & Buhler and they are hesitant to finish the report until we have the opportunity to see the outcome of the mediation and the accounts payable and receivable coming in. They are hesitant to finalize their financial statements knowing that we identified that we are going into a form of litigation which hasn't been concluded. They will be here to make a report either with the audit or the rational next month.

APPROVAL OF MINUTES

Motion –

. . . By Chief Dan Petersen, to approve the minutes of the November 20, 2019 Board of Trustee minutes as written; seconded by Mr. Jake Petersen; the motion carried unanimously.

UPDATE – CAD PROJECT

John Inch Morgan introduced Kim Vershon, the Project Manager for Versaterm. She is also a principle in the company itself. Earlier this year, the Board directed us to update both Versaterm and Spillman; we have been in the process of doing this. Jonathan Bridges and Kim will tag team and talk about what's happening this week based on the approvals we have already had from the Board to update from version 7.3 to where we are right now. This update is happening in SLC and here at VECC. Kim mentioned she was here this week for several reasons to also talk to this Board in person. She gave some history of her company and mentioned that she started working with many partners here in the SL Valley since 1995 and 1996. This is where she had her first introduction to SLC Police. She started working here with the SLC Police department as a programmer for UCR stats and developed her product. She also worked with SLC Fire and the Airport, but she also worked for a very long time with the SL County Sheriff's office. About 6 years ago, she started working with Sandy City, both police and fire, and then recently with the dispatch merge with UPD and SLVECC. Earlier this year, Herriman, Riverton, Draper and Cottonwood Heights came on board. For the past 24 years, she has had a long-standing relationship with the people of the Salt Lake valley. Today in the valley, from a CAD standpoint, there are 2 PSAP's, SLC911, who has the Versaterm CAD and SLVECC, who has both the Versaterm and Spillman CAD. Ultimately, there are 3 CAD systems. Between the Versaterm CADs there is CAD2CAD where information can be exchanged. There used to be a CAD2CAD interface between the Versaterm and Spillman CAD, but that is no longer functioning. Tomorrow, we will be taking the Versaterm CAD at SLC and SLVECC and will merge them together into one CAD system, which will be called the Salt Lake Valley Versaterm CAD. There will be one Versaterm CAD which will eliminate the need to transfer information should information get sent to the wrong dispatch center. After it's completed, we will have the Salt Lake Valley Versaterm CAD, and SLVECC's Versaterm CAD will get an automatic upgrade because they are on a much older version of the system. This still leaves us with another CAD in the picture. After this, we will take the Salt Lake Valley CAD and in March 2020, we will upgrade this CAD to the latest version. When we found out earlier this year that the project that was going to go forward was no longer going forward, we needed our priority to bring the valley up to date with the latest software. Right now, the officers are using legacy mobile software. We will be updating all of this as well as the smartphone app. After the upgrade in March, the proposed plan is to go forward, with the Board's approval, with a valley-wide onboarding; bringing on all the other cities so that they can be serviced by one system for dispatching purposes. The proposed timeline is about 15 months and would start in May 2020 and complete by the end of July the following year. This involves bringing on SLVECC dispatch, those on the other CAD system. They are proposing that in September 2020, they will bring all the Fire agencies onto the Versaterm CAD system at the same time. This is crucial due to the mutual aid that takes place within the fire departments and medical services. We will take a more staggered approach in the later part of 2020 to bring on the police agencies one at a time in a very controlled fashion. The project will be broken up into 2 phases; the first phase would be fire agencies and then police agencies. The outcome out the end is that we would have one Salt Lake Valley Versaterm CAD at the latest version service both PSAPs for all the agencies in the valley. This is what we understand to be the goal as a Board. Versaterm offers one integrated public safety system. With one CAD system, they also have an RMS system. Any agencies not currently on the RMS system can come on board. Versaterms goal is to be a partner; as a company, they want to help the SL valley be a partner together to share information. There is a wealth of data already in the existing Versaterm RMS system. It has been functioning as a multi-jurisdictionally site ever since SL County Sheriff's office came on in 1999.

Earlier this year when Kim came to SLC to upgrade all the systems, her goal was to service the existing customers. Agencies started contact her and asked to get on the Versaterm system. SLVECC contacted her to look at what it would take to bring the rest of the valley onto the system. Kane Loader asked Kim what the timeline was on the RMS system to convert all the information. Data conversion has been brought up; there have been a lot of pros and cons to doing it. Many agencies have expressed to Kim that they do not wish to convert their data; and some have talked about it. What she has recommended is that those agencies come on to the RMS first without converting, take a month or two to assess how the system is working and then take a step back to see what they really need to bring from their old system. She is opening to listening to what the needs are. John Inch Morgan said that Kim gave him the proposal; back in September, this Board asked him to get with Versaterm to start identifying costs and timelines would be. That is what she has proposed right here. These documents are in the Dropbox; with these costs and timelines, they have changed as late as last night as they have been working on several different things. The interfaces are part of the costs being proposed. Because all these things were in development last week, John has taken off the approvals or the votes; the Resolutions are still there with a blank adoption date to give everyone the chance to look at everything for consideration next month. We are at a place right now where you can see where Versaterm is. The upgrades are being done that were approved and we are combining them into one CAD valley-wide, but it's still the same proposal. The biggest changes with the budgetary quotes put us in line with the State Auditors recommendation for the use of the grant funds. They have told John and David Edmunds that they want to see what the procurement process will be but for the expansion of the contract, they have said we have to be using legacy pricing and component acquisitions. We have gone back to legacy pricing; the same system and model used with SLC and UPD, so that we are in compliance with the Auditor, but it also capitalizes the initial cost up front and reduces the overall subscription costs. In the Budget meeting, we identified a \$2 million annual subscription fee, which would be a significant increase given where we were. This is more in line with what we have been paying. Chief Petersen said the Fire Chiefs got together and worked on a streamline move to Versaterm without going out to look at another CAD. Some of the things that came to the Chiefs had to do with working with MCP, to help us with identifying if we are going to a CAD that will meet our needs. All the Chiefs came together and agreed to move straight to Versaterm with the caveat that they are requesting to work together with MCP to review functionalities. He asked Kim if she has worked with them in the past. Kim indicated that she hasn't worked with them, however, they have worked with Versaterm. She hasn't collaborated with them in project, per se, but they have been the consultants on other cities, and she has heard of them from time to time. Chief Petersen said that the simple terms is not any more than helping us make sure we are clear on the functionality pieces they need and making sure that Versaterm can do it. Some of the concerns that many of them has is making sure that you could do things such as stack calls. John indicated that this was an item of discussion further down on the meeting today, but he would address it now. The letter came in on the Board agenda back in September and this was looked at as a recommend, however, there was no direction to bring them on board. John did get with MCP and got a general service contracted drafted; they proposed they could complete all of this within \$30,000. Chief Petersen said that this was way more than what was being asked for. John mentioned it was a not to exceed and we would do it on a time and materials basis. Kim wanted to explain the services that Versaterm does offer, to be sure everyone is on the same page. If they went forward with this valley-wide initiative, part of Versaterm's services is not just project management, but also implementation. They have about 10 senior members who have a blended experience of 100 years working with fire departments. They have the expertise that would come and sit down with the Salt Lake VECC and fire departments to go through every single configuration to give hands-on practice and do all the testing needed. Chief Petersen doesn't doubt this, his concern is it's the vendor telling us what the vendor can do. Their interest was having another group say this is what is needed, and this is what they can commit to and then basically getting out of the way and allowing that to occur. Kim asked if MCP worked with the fire departments today in all the operational aspects. Chief Petersen said they came in and met with the group to get them to be comfortable that Versaterm could meet their needs. They reviewed the products and other products from their experience and said they believes Versaterm is a good product that the group can get behind. There is nervousness amongst the fire agencies that they are uncomfortable just taking a vendor's word when they've just been through this. Chief Petersen believes it will be a very simple thing. There was also definite interest for a few people to visit a Versaterm site, one that's using it in a regional mode, where it's working. Kim asked what MCP's role would be. Chief Petersen said it would be to get with them and validated the functionality pieces they need and make sure that Versaterm commits to them as part of the agreement. John Inch Morgan indicated that this would be at the direction from the Board. Gary Whatcott said there wasn't direction and asked Chief Petersen if he was interested in moving this forward and getting something signed,

he'd like a motion to direct John to prepare that contract. John said that the procurement policy requires him anything between \$20k and \$50k to get 2 phone bids; he's not sure if that fits into the professional because it doesn't go into that depth, but if it's under \$50k, he can perfect a time and materials contract. He can certainly cap it at a different rate if the Chief doesn't believe it will be \$30k. Chief Petersen would like to see us refine the bid as it is just a general services bid; it's not a bid for what we are specifically asking for. He cannot imagine it would be as high as identified. If the scope is narrowed to exactly what is needed and the cost associated with that scope, that's where we should be. Chief Petersen proposed that we ask them to take that scope of work provided and give them the bullet and ask them for a cost to do that task. Then we can get a real number. Lisa Burnette commented that from Salt Lake City's standpoint, they have hired Bill Romesburg to act as a consultant and are currently paying those fees and will not be interested in sharing the cost of MCP. Gary Whatcott asked if there was anyone opposed to the direction given to John. It will be prepared within the next 2 weeks. Kim said that with the proposed timeline they would like to suggest for the fire departments to go live in September 2020, would they be able to confirm that the MCP people would be able to align with that schedule. John will include this in the contract.

They then discussed budgetary costs. Kim reported that earlier this year, Versaterm switched their cost model from license-based to annual subscription-based. When the numbers were first prepared for this group, Kim was told it wouldn't work, the new model wouldn't fit within the grant rules. What she did this weekend was prepare numbers for the valley using their legacy license-based model. The concept is fairly basic; they charge for application software, a one-time cost, and there is an annual support. The same goes for any additional interfaces that are not supported, they are priced out and there is an annual support. They also provide professional services that are one-time costs such as onboarding technical setup, project management, implementation support and then on an annual basis they include RMS upgrades, CAD upgrades and 24/7 support. These numbers are an estimate only. It would be a one-time cost of \$5.8 million with an annual cost of approximately \$1.1 million. These costs are to purchase licenses; permission to use the existing system. All the backend large costs of a system have been paid for already by Salt Lake City and Salt Lake County Sheriff's office. They bought the backend systems. These costs are the licenses to use it. Without Versaterm at all, the cost would be perhaps double. John commented that by comparison, when he received bids 5 years ago, Hexagon was around \$12 million. This had been negotiated down to almost \$7 million. Motorola at the time was around \$15 million to cover the entire valley. Gary asked if there were any other questions. Kim was asked how confident she was in the timeline and if it was something they do contractually to keep her accountable. She is very confident and will have dedicated resources on the Versaterm team as well as on the VECC side. There is a statement of work which clearly outlines not only the timeline but the types of people that must be committed to the project. John commented that in the latest versions of the contract are milestones that are tied to each of these and there is a commitment on both sides. On the first phase of the project, the fire implementation, and if all goes as scheduled, we work between May and September 2020. There is a list of the people that we would need, dedicated resources from, to make this happen on a timely basis. On the Versaterm team, there will be an executive sponsor, Kim will be the Project Manager, and she will have a CAD and Implementation lead on her team, a CAD Technical Lead, a Mobile Technical Lead and GIS Lead; this team will be dedicated to this project. On the SLVECC project team, they will need an Executive Sponsor, a Project Manager, a Fire Operations and Police Operations Lead, CAD Lead Trainers, Salt Lake Valley Fire and EMS Lead Trainers, a SLVECC GIS Lead and a SLVECC Technical Lead. This is just the project team that Versaterm will work with. There will be other teams required above and beyond this as well. Weekly staff meetings will be held with the project teams from both sides. Versaterm will come here for a week and do hands-on training on site. Moving forward will be configuration and testing; the teams will be doing training prep. Then finally they will go live; all teams will be available. This is how the timeline will be achieved. John mentioned that these timelines will be a major portion of the Operations Board meetings, so that the Chief's and their personnel have an idea and can begin to identify who those individuals are. Kyle Kershaw asked what the drop-dead date would be for this schedule to happen, to have a contract signed. John thought it would be by the Board meeting in January. Hopefully this will be enough time for everyone to walk through the contracts and pricing. Versaterm will have to start working on interfaces in February at the very latest in order to be ready for testing by the users. They can't go to interface development if they don't have something signed. Kim agreed with the timeframe in getting a contract signed.

Motion –

. . . by Mr. Kyle Kershaw, to move the meeting into a closed session to discuss pending or reasonably imminent litigation; the motion was seconded by Mr. David Brickey; the motion carried unanimously by roll call vote.

The meeting went into a closed session at 2:47 p.m.

The meeting went back to regular session at 4:06 p.m.

APPOINTMENT OF NEW MEMBERS OF CAD ADMINISTRATIVE CONTROL GROUP

John Inch Morgan commented that the Interlocal Agreement between SLC and SLCO is due to expire in February. We are in the process of amending this; it identifies the team that has been guiding the process. From the very beginning, there are 3 individuals that remain: Lt. Mark Crider, Chief John Evans and Mr. John Inch Morgan. With John Inch retiring, it will only leave the 2. It's something for consideration in appointing new members to the Board. Historically, we've had the 2 PSAP directors, 2 from Police and 1 from Fire. The recommendation from each agency is to have 2 from police and 2 from fire, which would be a management team of 10 individuals. This is a recommendation for the Board to consider. As this is brought back for approval for amendment to the Interlocal Agreement, we will reconstitute that Board. There is no action right now, just notification.

REPORT ON DECCAN LIVEMUM SOFTWARE MODULE

Beth Todd said that this move up module is a third-party software system that goes with the CAD for the fire departments, which helps identify coverage gaps in order to redeploy resources into that area. The Fire Chiefs have requested that we contact the company and find out what it would take to enter a relationship with them for the new CAD project. We have done this and will be bringing forth more information. Versaterm has worked with this company before and they highly recommend them based on their track record. This has been integrated into the pricing model, which is also in the Dropbox. That pricing quote is based on 48 fire stations; the licensing is based on the number of stations or hosting locations that will be integrated into the system.

There was nothing else to discuss at this meeting.

The meeting adjourned at 4:09 p.m.