

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

June 17, 2020 Meeting Minutes

MEMBERS PRESENT:

Mr. Dan Petersen – UFA, Chairman
Mr. Brett Wood – Herriman, Vice-Chairman
Mr. David Dobbins – Draper
Mr. Doug Hill – Murray
Mr. Gary Whatcott – South Jordan
Mr. Kane Loader – Midvale
Mr. Kyle Kershaw – South Salt Lake
Mr. Ryan Carter – Riverton
Mr. Korban Lee – West Jordan
Mr. Mark Reid – Bluffdale
Mr. Tim Tingey – Cottonwood Heights
Mr. Scott Harrington – Taylorsville
Mr. Jake Petersen – UPD
Mr. Wayne Pyle – West Valley City

MEMBERS ABSENT:

Mr. Mike Morey; Alta
Ms. Gina Chamness; Holladay
Mr. Mike Reberg - SLCo

OTHERS PRESENT:

Mr. Scott Ruf – Director, VECC
Ms. Colleen Jacobs - West Valley City
Ms. Andrea Partridge – VECC
Ms. Beth Todd – VECC
Mr. John Eining, Draper PD
Mr. John Evans – West Valley City Fire
Mr. Jon Harris – Murray Fire
Mr. Scott Buchanan, West Valley City Police
Mr. Troy Carr, Herriman Police
Mr. Tony Bueno – VECC
Ms. Trisha Morton - VECC

Mr. Dan Petersen called the meeting to order at 2:02 p.m.

APPROVAL OF MAY 20, 2020 MEETING MINUTES

Motion –

. . . by Mr. Brett Wood, to approve the minutes as written; the motion was seconded by Mr. Wayne Pyle; the motion carried unanimously.

PUBLIC COMMENTS

There were no public comments received for this meeting.

CAD PROJECT UPDATE

Scott Ruf commented that the project continues to be on track. The timeline has been reviewed and Fire has kicked off their CAD Familiarization training and processes. The Technical Services divisions of the different agencies have been engaged to begin confirming the network infrastructure as far as activities of the various servers at Salt Lake City and VECC, and the other connections we need to make it work as designed. There has been no feedback received that there are any problems or issues; any problems they did notice have been rectified timely. Two weeks ago, we had the kickoff meetings; fire followed by police. We met all the team members and went over the project and timelines and now we will begin working in parallel; Fire/EMS is slated to go first and as of this Monday, the CAD training began. This encompasses the Salt Lake valley project team,

which includes VECC, SLC911, Sandy Fire, Salt Lake City Fire, and different Commanders and Lieutenants from SLC police and UPD. Because of COVID, there are still travel restrictions, especially for the team out of Canada, where Versaterra is based. So, we have chopped up the training over two-weeks, for 3 hours per day. It's being done here in person at VECC. The feedback Scott's received is that they have been productive and very engaged in the process. They are working with live data, in the sense that we have upgraded everything, including the mapping. This makes a good testing environment. After this training, we will begin engaging the agencies on what they want it to look like for their agencies. As we get through that process, Fire is still on track to be live in September, followed immediately by the beginning of police. South Jordan, Murray, West Jordan will start and then West Valley and South Salt Lake will be on the tail-end, as we continue to work out some of the network and the needs of those departments to bring them on board. Everything has been set up financially to make sure we partition the money out regarding the UCA grant, and all the funds tied to the budget. It will be very clean when we are done; there will be a very clean flow of the money coming and going. Chief Petersen mentioned from his staff, they were pleased with the move forward and pleased at the collaboration and glad to see that September is still a target date.

OPERATIONS BOARD BRIEFING

Fire Operations Board Briefing

Chief Jon Harris commented that they did a small review of the riots in Salt Lake City; things went very well, but VECC will do a case review of it to see if it can be improved. They discussed the VTA (Valley Training Alliance) and coming up with policies as far as what channel will dispatch second alarm, whether it is dispatched on the active fire channel or we set up a separate fire staging channel. They talked about prepping for the 4th of July. Similar to previous years, there will be a Comm. Chief inside of VECC and there will be some additional dispatchers to handle the traffic. There was no Tech Users report as they did not meet in June. They did a CAD project update, which Scott already discussed, as well as EMD elimination. On the public safety software update, specifically for paging, they are looking into new software, Hiplink. Each agency will have to go in and make sure that we have the routes correct for VECC to send paging on. Finally, they talked about the board up companies that are on rotation have requested that they have some ability to see where they are on the rotation. If they are next up, they will be able to do some additional preparations. Beth suggested coming up with something like a Google sheet that everyone will be able to see.

Police Operations Board Briefing

Chief Colleen Jacobs commented that in looking at this agenda and her notes, most of the things covered in the Police Operations meeting will also be covered at this meeting today. They discussed a new notification system which Scott will discuss later. There was some discussion on the PD COVID-19 response, which has not been much of a change when it comes to dispatching services for PD. Police Users do not intend to meet during the summer for July or August. They have been asked to continue to work on streamlining some of the processes that we as police agencies do differently that we could do the same to make it easier on the dispatchers.

DIRECTOR'S REPORT

Scott did a quick review; starting around May 30th, we had the riots break out in and around Salt Lake City and the County capitol. It presented a lot of challenges locally. SLC911 was evacuated to VECC that evening and afternoon beginning around 1300. They had their personnel responding to VECC. Through the afternoon and evening shifts, we ultimately had the entire SLC911 operation out here at VECC. It worked out really well; we had about 60 people in the dispatch center, and we answered police, fire and medical for the entire Salt Lake County region. He thanked Chief Jacobs, Dep. Chief Buchanan, and Mr. Wayne Pyle from West Valley for the 2 unmarked patrol officers to the VECC facility overnight to maintain security to the facility. SLC911 worked through Sunday morning and then gradually started to report back to their facility. A few days after the weekend, we received a handful of direct threats to VECC personnel and the facility. West Valley Police, again, stepped up and responded out and took some initial reports. Dep. Chief Buchanan did some follow up with Scott the next day and initiated an investigation. They also increased patrol to the facility and around the area. Chief Jacobs commented that they did write a warrant for this and the warrant information has come back. They have a positive ID on the suspect, and he is in the Chicago area; no immediate threat, but we do have a closure to it. Throughout the past few weeks, we have kept in contact daily with SLC911 and surrounding areas as they monitor the protests in and around the city. Overall, everything worked as planned; the phone systems worked, the computers and the CADs. It will be smoother moving forward once the CAD is transitioned over, we will have a lot more capacity. Everyone did a great job and got along well, and he thanked everyone for

helping out and those that checked in. As far as operational changes, we are still on track for a lot of those things. We are really starting to evaluate what we need to do here at VECC; we have a lot of great people who are really engaged in the process. Some of the short-term changes we made are having a positive effect on personnel here and now we are starting to drill down into what it is we need to do to take those next steps to be successful. One of the frustrating things for the police chiefs are the call to dispatch response times. There are concerns from the State Legislative audit report about call answer times and 911 transfers. Scott believes a lot of positive steps have been taken with the support of the Board and the people here in the changes with the phone system, the CAD project and things like that. One thing that Scott has talked with the police chiefs about from an operations perspective is evaluating the stuff that has crept into the dispatch center that really is not the function of the dispatch center; the more administrative stuff for the agencies. We need to figure out a better way to do it, stop doing it, or be able to push it out. The Chiefs were open to that discussion and they are waiting for a review from our side, which is just getting started, of what some of those challenges are and what portion of the workflow can be reallocated and reshuffled back to the agencies. It is a fine balance and a partnership of what is essential and what can maybe be put off for other civilian divisions within the agencies to handle on the next business day. This also led into a conversation about animal control and consolidating them and using part time employees to steadily manage that. This review is happening as well. Tony Bueno, one of our dispatchers, is the Animal Control Liaison. He has reached out and helped Scott contact the heads of the animal control departments to review their processes and what their expectations are. Scott is challenged with how the jurisdictions view animal control, whether it is a community service or a public safety function. When this is classified, it becomes critical in how we treat them and operation within those parameters of the 911 center. This also brought up the topic of radio resources and looking at a level with assessing the needs of the center and the allocation of those radio resources to make efficient use of the technology. Scott is putting together a proposal for the chiefs to look at; he will defer to whatever the chiefs think is in the best interest. There has been a very positive and open dialog between the Chiefs and the various departments to look at this and make sure it makes sense to everybody. This continues to move forward and as we do that; it will affect when we begin to look at the budget and assessments what the costs of VECC are and finely define fire rescue versus police. We will be in a better place going forward. On the new video phone system, UCA signed the contract and within the next 30-60 days, we should start deploying that equipment. This is a state funded project and is not an expense to VECC other than a transition in technology to make sure we have the right interfaces and things with the CAD system so that they work the way they are expected to. At the fire rescue level, we did talk about reviewing and doing a possible transition from Priority Dispatch and EMD to APCO Intelcom, which is more AI-based and more user friendly. There is more local control as well as a fiscal savings. We will be doing one more check and balance with the Chiefs at the July 9th Fire Ops Board; we will be doing a demo with the fire rescue agencies, and Dr. O'Driscoll. After which, we are hoping to be able to move forward with this project once everyone sees it and is more comfortable with it.

On the Center upgrades, Scott spoke with Chief Petersen and Mr. Wood about VECC running into some issues with condensers and compressors go out; we have had some cooler units go and the server system failed. There has never been a capital project or improvement fund or depreciation replacement plan. We have engaged some people to begin these discussions and bring back later. The building is pushing 25 years old and technology has changed; if we are going to do something in this current environment, he's asked for recommendations to put the center, from a fiscal perspective, on a pathway to be able to initiate what we need to do from a capital perspective, including upgrading the facility and the technology, as well as do a plan for the next 5 – 20 years down the road. Then we can budget for it and have a plan in place and build up reserves. Scott has engaged some outside help, at no cost, to have some preliminary discussions in what that plan might look like and what really are the priorities here. There are a couple of red flags that popped up with the CAD project and the SLC riots, when SLC911 was here, we could use more capacity here as far as consoles. We are woefully under-designed and under-served for some of these situations. Scott has engaged the original architect to help us out, high level, the department of homeland security, FEMA, and CISA (Central Intelligent Security Agency), who does a lot of free assessments in the critical infrastructure here in Utah. They will be putting together a really comprehensive capital plan here in the next few months for the Board to review and hopefully give Scott some direction and get some things moving.

Scott has been in contact with the State Legislative Auditor's Office. The audit goes back a few years and it is not a complete surprise to VECC or the agencies that we have our challenges regarding call answering times and transfer rates, which are most tied to staffing. Scott believes its technology driven. They are about to

release this report and Scott was told that along with the Bureau of Emergency Medical Services, VECC an UHP will each have their own sections in the report. Again, it is tied to call answering times and the NENA standard of 95% of 911 calls answered within 20 seconds. Once the report comes out, Scott will put together a plan, however, we have already taken some necessary steps to correct these and have shown a path forward of correcting this. By this time next year, most of this should be a non-issue. Chief Petersen commented that the Board expected something to come and we will be in a good spot to fix things. All we can do is accept it and explain the things we are going to do moving forward. As things are uncovered, we are fixing them, and this may even give us a few things we are unaware of that we can fix as well. Scott also mentioned that tied to this, he gets reports every month on our call volume and answer times. To him, it is technology, training and a reprioritization because our numbers are backwards. We are hitting the non-emergency calls 98-100% of the time within 20 seconds and we are falling short on the 911; we just need to reverse this and reprioritize it. This will be addressed, and Scott will be sure its very transparent and clear as we begin to make the changes of what the impacts might be from a community standpoint. Mark Reid commented that when we first looked at the merger and talked about being on the same CAD as SLC, everyone hoped for the day when everyone could be together. He believes that over the past few weekends with VECC standing in for SLC really made a difference and once we all get all converted to be on the same system, he believes the goal that has been put together for ourselves will be achieved. He was very pleased to hear how well it went even though it was chaotic; it showed we could actually stand in for another huge call center and take care of things.

UPDATE ON DEPUTY DIRECTOR OF ADMIN AND FINANCE POSITION

Scott has scheduled interviews for next Wednesday and Thursday. He is put together a kind of process that will be vetted by the interview team. He thanked Tony Hill, Kyle Kershaw, Lisa Dudley, and Camille Johnson for their participation in the interviews. Scott will host and facilitate the panel of interviewers and these individuals will be engaged and help us hopefully get the right candidate. We had around 11 or 12 candidates; we are interviewing 5 of them who met or exceeded the expectations of the position. 4 of the candidates are local and 1 is out of state. Scott is hoping to have a candidate to present to the Board next month and bring on board.

REVIEW OF THE FY2021 BUDGET DOCUMENT

After the last meeting, there was not really any questions on the budget. Scott is making one request is an amendment to the budget; it is no additional funding but using existing funding for the current Deputy Director Operations position which was funded by not filled. What he would like to do is bring in a contract position to be an employee and perform this role. It is someone Scott has worked with throughout the years and who has a strong operational background. They will report directly to Scott within the chain of command of Operations. He needs someone on the front line; someone who he truly trusts and shares his philosophy with when it comes to emergency communications and work through those processes. He would like to transfer \$120,000 into Professional Services and go ahead and move forward and bring that person on. He is hoping at the end that we either identify people inside the organization that we can promote, or it validates or does not validate the need to go outside. Either way, we will have a much more stable footing with everything that is going on.

Motion –

. . . by Mr. Kane Loader, to approve the budget amendment as drafted; the motion was seconded by Undersheriff Petersen; the motion carried unanimously by roll call vote.

Motion –

. . . by Mr. Wayne Pyle, to open the public hearing; the motion was seconded by Mr. Mark Reid; the motion carried unanimously by roll call vote.

Chief Petersen asked if anyone wished to comment on the proposed/approved budget, or if we had received any public comment. There were no public comments received electronically or at the meeting.

Motion –

. . . by Mr. Korban Lee, to close the public hearing; the motion was seconded by Mr. Kane Loader; the motion carried unanimously by roll call vote.

CONSIDERATION OF RESOLUTION T20-17 ADOPTION OF FY2021 BUDGET

Motion –

. . . by Mr. Gary Whatcott, to approve Resolution T20-17, adopting a budget for FY2021 to include the amendment just passed; the motion was seconded by Mr. Korban Lee; the motion carried unanimously by roll call vote.

Chief Petersen appreciated the energy that Scott put into preparing the budget, especially responding to all the issues and requests. This is the beginning of a nice change in transparency with the budget and looking forward to the future. This was not an easy task for Scott to enter into. Undersheriff Petersen commented on Scott's patience and being helpful with UPD and the other agencies. He is focused on making sure that the team at VECC is taken care of and Undersheriff Petersen offered his thanks for that.

CONSIDERATION OF RESOLUTION T20-18 ADOPTION OF SLVECC POLICIES

Scott commented that these polices are strictly related to anything contained inside the budget. It has to do with vacation, the new salary step system within the budget, adjustments to funeral leave and other things for the employees. Chief Petersen appreciated that these items were brought out for review by the Board and he asked if there were any questions on these. Korban Lee had a question on the first edit under non-exempt employees. He found it a bit confusing. It mentions that all full-time employees will be classified as FLSA salaried non-exempt. He wondered if this meant that all non-exempt employees are classified as FLSA salaried. It sounds like there are no full-time exempt employees. Scott commented that there are now 3 classifications of employees: FLSA salaried exempt, FLSA salaried non-exempt and variable hour employees, which are our part-time employees. It is written this way under this section because there is a separate policy that addresses exempt employees. This specific policy only addresses non-exempt employees.

Motion –

. . . by Mr. Wayne Pyle, to approve Resolution T20-18; the motion was seconded by Mr. Tim Tingey; the motion carried unanimously by roll call vote.

BRIEF DISCUSSION OF BOARD TRAINING (STATE AUDITOR SITE TRAINING)

Chief Petersen commented that many of the Board members received the Fraud Risk Assessment self-evaluation to fill out. Someone proposed to Scott that the Board do the State Auditor On-Site Training and the link was forwarded out. He felt it would be beneficial for the Board members to do it if they have not already done it. He asked if everyone did this assessment for their city. Wayne Pyle completed it but he did have a question with regards to whether the auditors office maintains a data base of the certifications or completions so that they don't have to worry about it for the multiple boards they may sit on once it's been completed. Chief Petersen believes that his clerk has been capturing the paperwork from his board, and his interpretation is that they get a little certificate which can be delivered or forwarded to anyone. Kyle Kershaw commented that they had to go through this with his City Council and it appears that the State Auditors Office does not keep a record of this once the training is completed. They have just been collecting the certificates upon completion. He would suspect that VECC should do the same. Mr. Reberg provided Scott his certificate the other day. Chief Petersen requested that everyone do this as well as Scott and his top Administration complete it as well within the next 30 days and forward the certificate to Scott.

There was nothing else to discuss at this meeting.

The meeting adjourned at 3:00 p.m.