

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

July 15, 2020 Meeting Minutes

MEMBERS PRESENT:

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

MEMBERS ABSENT:

Mr. David Brickey - Riverton
Mr. Doug Hill - Murray
Mr. Mike Morey - Alta
Ms. Gina Chamness - Holladay

OTHERS PRESENT:

Mr. Scott Ruf – Director, VECC
Ms. Colleen Jacobs - West Valley City
Ms. Andrea Partridge – VECC
Ms. Beth Todd – VECC
Mr. John Evans – West Valley City Fire
Mr. Jon Harris – Murray Fire
Mr. Troy Carr - Herriman Police
Mr. Robby Russo - Cottonwood Heights

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

APPROVAL OF JUNE 17, 2020 MEETING MINUTES

Motion –

. . . by Mr. Kane Loader, to approve the minutes as written; the motion was seconded by Mr. Scott Harrington; the motion carried unanimously.

PUBLIC COMMENTS

There were no public comments received for this meeting.

CAD PROJECT UPDATE

Scott reported that overall, everything has been going well. The Fire EMS CAD Familiarization training has been going on and has been going really well. All the agencies have been participating and engaging in the process. There are some connectivity issues and testing with the CAD right now. All Fire EMS is slated to go online mid to late September. Starting next month, we will start to engage the Police agencies more formally in the orders that they are coming on board, according to the timeline. South Jordan will be first, followed by Murray, West Jordan, West Valley and South Salt Lake. We have reached our first milestone in the project and have made one payment towards the project. We are on track and on schedule. We are working through some logistics, getting connectivity ironed out for the Fire Agencies so they can start testing the AVL and AVRR portion of the product.

On the CAD-TO-CAD aggregator, this is a solution to allow, per the senate bill and statute with 911 transfers going on in the state. This solution is for SLC911 and SLVECC to have a CAD-TO-CAD connection between our two centers and UHP and will eliminate the transfers between us all. We transferred tens of thousands of calls a year between SLC and VECC to DPS for handling on the highways and various things; this will eliminate a large chunk of these transfers. To give some background, VECC was approached by DPS to host this solution, to expedite it under our procurement rules for VECC. Scott supported this decision and briefed Chief Peterson and Mr. Wood of his motivation behind it in that we get to build it and control the contract and maintain local control. This gives us flexibility going forward with this solution. Scott has also been in contact with Davis County, Bountiful, and Layton and he is setting this up for the ability for Bluffdale and Utah County areas. In essence, we would built this and push the information to this hub and any of our partners would be able to be a part of that hub, as long as they paid their own onboarding costs, and be able to information share between the centers and our agencies. Once it is built, we can down the road determine how we want to use the technology and perhaps bring in other non-public safety components like DPW, Animal Control, and UTA. This information will be in the hub for them to cherry-pick what they want, with permission from the Board of what information we release from the aggregator. It would only be call information, only CAD information. It is not being designed for records management; there will be no mug shots or property, it is strictly CAD call information at this point. Because of some of the decisions of West Valley and South Salt Lake and the project, which benefit the valley, Scott is being overly cautious, and he has Scott Young working on a draft MOU for DPS and anyone that wants to join. Based on some of the decisions that were made, there are components of this that we would no longer need and Scott doesn't want to spend a few hundred thousand dollars, which is already encumbered in the CAD project, for this solution, if DPS changes the scope or changes their mind, there is language included that we as VECC and the coalition of the SL Valley would be made whole. Their side of it is still unknown. Scott wants to be sure that before the time comes that we agree to signing anything, we have a sit down with DPS and the key players so everybody understands the ramifications and the cost to this solution and what the implications are if someone changes their mind or decides to walk away because their part is too expensive, that we have some protection built in for us to recoup our funds or re-leverage the technology in a different way. We have not committed to anything; Scott has shared with DPS, Bountiful, Davis County, and SLC what components and data points we will push to this hub. They all agree that's what they are expecting and then we will build it to be bi-directional, meaning, we can push to DPS and if they are on the highway and needs medical or a hazmat, they can upgrade their call, it would come back to VECC or SLC and we can generate an immediate response and be able to see each other's resources, which will make things more efficient and safe for all involved. Then with the AVL and AVRR responses on top of this, it just increases the efficiencies in and around the valley for our community. With regards to the contract, Scott's main concern is if someone changes their mind, which would not be uncommon for any state agency, in his experience, for VECC to be holding the bag for a solution we do not necessarily need. Chief Petersen commented that there is strength that comes with this aggregator even if UHP decides to back out that comes with our partnerships in the North and South; it allows for a much cleaner connectivity back and forth. What it definitely shows is intent to the Legislature and Senator Harper that we are doing everything we can on our end, and we are prepared to pitch to anybody. Hopefully, we all end up working together and our 3 agencies cover it and moves forward. Scott will be able to share more as we learn, but he's accurate that UHP may, at times, have a shift in priorities, as their funding runs out or their plans change, and it's unknown how much they can control this. Scott also mentioned that each agencies Chiefs, Battalions, Deputies, and Captains have all been great to work with; there has been great dialogue between the agencies and it's been a nice change in pace to have everyone getting along and going down the same path to what we are trying to achieve.

OPERATIONS BOARD BRIEFING

Chief Colleen Jacobs reported that Operations was a fairly short meeting; Police and Tech Users groups did not meet in July. Some of the general operations information that we discussed during this meeting was some in the weeds stuff such as UCJIS and BCI functions; VECC is very kind to do this anytime it is asked for. They are looking more having their officers and detectives utilize their own support staff within their agencies during office hours to run those non-urgent requests, whereas, VECC will continue to do it for those in the field needing immediate responses. They also discussed some revisions for the 10-33 policy. The most significant thing to come out of the meeting was that West Valley and South Salt Lake will not be requesting an interface between the Versaterm CAD and Spillman RMS as we move forward. They have done their research and decided that it is in their best interest to go all in on Versaterm and that will be the direction they will be going in.

Chief Harris reported that in lieu of a Fire User meeting, they had an EMD demo. He spoke with each Chief in the valley and everyone is in support of moving forward with the EMD software. Scott said some of the direction of Chief Petersen and the Ops Board was to make sure the Chiefs were able to see the demo, ask questions and be able to see where we are headed and why. We are moving in a direction that gives us a lot more efficiencies and local control of how we manage incoming calls. It is an all-in solution which provides a lot of analytical stuff as it is an IBM Watson AI component to this. It is not just for fire and medical; there is also leverage on the police side, except we are not going back to an EPD-type model. It is more of a resource while they are in one place so they can launch multi-disciplines and fill in the blanks. From the fire rescue side one of the concerns has been response times and calls to dispatch times. Chief Ascarte was on the call with us and he asked a lot of great questions of the vendor, which is APCO Intellicom, about some of those things and the averages. With the changes we are making here and the technology, we will be able to jump in and out of protocols without jeopardizing the victim, officer or scene safety, and be able to track medicals and COVID and heat mapping. It will allow Scott the ability to provide information and statistics at a high level on different things. We are still meeting with the Medical Director and getting further information. Absence of any significant changes or pushback, Scott's intent is to notify Priority Dispatch within the next 30-days of our intent to move away from their product and transition to APCO Intellicom solution for EMD, police and fire. Mark Reid commented that when we entered a contract with them, their pricing was very strange. He said it was basically free unless you make these milestones and then you must pay everything back. He wondered what the disconnect price was for all this. He asked if there was a large price to walk away from it. Scott indicated that it was simply a letter. When he first arrived here, this was one of his concerns. So, he reviewed the endowment contract and he could not figure out, and then he figured it out; he had our legal review it and they agree with him that the benchmarks and the money were tied to the front-end. So, if you did not meet certain benchmarks in the front-end, there was a penalty that you had to pay for everything they provided. Then, if you fall out of accreditation any time during the endowment, there were penalties. VECC has not fallen out of accreditation; we have maintained that with Priority Dispatch. Then, there is a 180-day notice, which is what the letter Scott would draft and serve to them. From the time we stop using the software, there are windows in there that we must turn off the software and return anything they gave us under the endowment. There is no buyout or penalty for discontinuing the use of the service provider we follow. There are steps in the agreement which we've done with EPD and EFD a few months back, and we'll follow the same process for EMD and that 180 days gives us a good window to begin the transition to go live with APCO by January 2021, if not sooner.

DIRECTORS REPORT

Scott reported that VECC has been going through a lot of changes, we are still reviewing changes, technology and processes. We are really flipping the script on our priorities. He has provided the Chief's with a lot of the administrative things we do for the agencies, and we want to refocus our mission on the 911 call taking and the dispatching of police/fire/medical. Non-emergency stuff, if we continue to do it, will no longer be a priority. This was presented to them and they were given a quick look at the types of things Scott would like to look at beginning to change. This would also include animal control; Scott would like to make significant changes with regards to this and how we support their services for the different jurisdictions and funneling that workload, treating it and staffing it more like a contracted service. This is a work in progress and the Chiefs have been served with a first draft of where we would like to start, with the refocus of 911 and the dispatch functions. It will help with efficiencies, call times, and dispatch times. It is a balance of the functions and what is urgent and important and what is not. Scott believes the agencies will be happy and the officers will be a lot happier and safer as we work through this. The Chiefs have been very receptive with this conversation, understanding there is a philosophical difference between the cities and the agencies. Scott wants to protect this while enhancing our efficiencies and services on our end as well.

On radio resources, the Chief's asked Scott a month or two ago to look at some of them with talk times on the various channels, and what some of these things are going to look like and what is the most efficient, safest way to reallocate radio resources and channels. Scott put together spreadsheets with information on what it looks like today and what it might look like tomorrow. He is putting together the information and the Chief's will make the final determination as we move down the road as to what it will look like. We are starting to focus on what exactly VECC does and what services do we provide and what does it take to run VECC. There will be situations where police will supplement fire as there is a cost to running VECC. We'll be able to drill down in this next fiscal year what is a fire-specific issue and a police-specific issue and the Board will weight the impacts of those services and the fiscal impacts locally or globally on how we re-examine the assessments and

what people are willing to pay for, not pay for and cost share. We have started to take those steps to, later in this fiscal year, have better conversations, having a better picture on actual costs to run the center and the impacts of sharing resources. Scott is sensitive to what will work well for all agencies and will provide those options to the Chief's to allow them to make a good, operational decision.

UCA is upgrading the state-wide phone system to a NexGen 911 Motorola Vesta solution. We have the oldest, most legacy equipment in the state, and we will be first up for this. We had a kickoff meeting with UCA and Motorola last week. The meetings went well; we had a lot of training and IT individuals involved in discussions in how we want that system to look. Scott was very happy with the openness and receptiveness of Melanie with UCA and Motorola; it's not a project driven by UCA; they were just as excited about our questions and how we want to leverage that technology as we are about getting the technology. This will lead to another conversation in the next month or so of leaving some of the non-emergency call volume off VECC and more automated. We are at a point where we need to have serious conversations about the hundreds of thousands of calls, we take that can be handled either by the police department or the municipal services divisions or city halls. Scott sent a thank you to Chairman Davenport with UCA for support and cooperation with the phone project and overall, to VECC as we work through the CAD project and everything we are starting to achieve here. The phone system is scheduled to be deployed in October.

Scott sent out in the packet to the Trustees a letter that was drafted by Chief Petersen and himself in response to an audit. It has not been released yet, and there are some legal issues in disclosing what's contained in the audit, but Chief Petersen wanted to address the letter and the position we took when we responded to the auditor when they visited. Chief Petersen commented that the draft letter was much like what was discussed last time. It calls out some poor performance; some things that most of us are aware of anyway. They were able to incorporate in the report some of the things that we have already done. They invited us to contribute to the packet, which will be part of the audit when it is released. What was put in the letter was basically acknowledging that it was good work and recognizing all the work that we have already done to make a difference. Scott added a few very specific things, but it was more of an embrace the recommendations and continue moving the organization towards where we are headed. There was not anything in there that we really disputed, and, in the end, they were willing to acknowledge the work in the report that we are already doing to make it better, which is appreciated. Wayne Pyle commented that he did appreciate that they included in the audit the measures we are taking for improvement and progress. He also had a board training request; there are a lot of people that sit on multiple Boards in various capacities and the training that the State Auditor has passed done is wide and varied. Wayne is a little uncomfortable that he does not know for positive from place to place and sometimes when he asks the individual organizations, they have not put together a good way of tracking whether that training is happening or not. He knows we can each get certificates for each training themselves, and he will do that in the future, but his request is if VECC can just double check and make sure individually that we are getting those trainings done. Scott commented that last month he sent out a draft of the fraud risk assessment, and he appreciated those that filled in a few blanks on the questionnaire. At the last Board meeting, this was also brought up about the board training. He believes it was Mr. Kershaw and he spoke with Scott Young that the Board training for Special Districts are sufficient to meet the training for the Interlocal Act and to date, based on the last meeting, Scott has received 7 of 17 certificates. Scott is tracking this on Power DMS for the Board members. Korban Lee asked Scott to remind those who have not submitted certificates and Scott will send out an email. Kyle Kershaw commented that the training is good for four years. Chief Petersen mentioned that the alternate Board members would also need to complete the training, as well as any turnover of board members.

CONSIDERATION OF RESOLUTION T20-19 FY2020 FINANCIAL AUDIT

Scott Ruf reported that VECC is required to participate in an annual financial audit of the previous fiscal year. This Resolution is to approve using Osborne, Robbins and Buhler for the FY2020 audit services. As the Board knows, we are in the process of filling the CFO/Deputy Director Finance position here. At least for FY2020, Scott thought, since Osborne Robbins and Buhler were involved in the CAD project last year and this year, we would just ask to approve them for one more time and then later this year, we will do an RPF for professional services.

Motion –

. . . by Mr. Wayne Pyle, to approve Resolution T20-19; the motion was seconded by Mr. Tim Tingey; the motion carried unanimously.

CONSIDERATION OF RESOLUTION T20-20 UCA PRIME SITE LEASE

The prime site for UCA, a separate building just to the west of the main VECC building, which is the backbone for their radio network that UCA manages, has a lease with VECC that expired in January 2020. Scott has been working with UCA in reviewing the lease and they wanted to just do an amendment to the existing lease to extend it out for another 20 years. It is a building the VECC does not have a lot of use for and we do have a good relationship with UCA, and Scott asked them for a 14% increase, which they agreed to. It takes the lease from about \$21.00 per square foot to \$24.00 starting July 1, 2020. He also built in a 4% increase every 5 years over the course of this amendment. Scott pulled the billings for heating and electric for the building and maintenance. We took a bit of a hit this year on our insurance because we reassessed everything for our insurance coverages to make sure we were covered. This was considered in the amendment. Korban Lee asked who was responsible for the maintenance on the building and Scott mentioned that it was VECC that was responsible, and he was confident from the lease revenue that the funds would be sufficient to maintain the building. He also commented that VECC is only responsible for the physical structure and our Facilities person does a good job of maintaining the building. UCA is responsible for all the equipment inside. Everything was reviewed and we are confident that the lease will cover anything that could happen.

Motion –

. . . by Mr. Korban Lee, to approve Resolution T20-20; the motion was seconded by Mr. Gary Whatcott; the motion carried unanimously.

UPDATE ON DEPUTY DIRECTOR OF ADMINISTRATION AND FINANCE POSITION

Scott thanked Tony Hill from UFA, Lisa Dudley from UPD, Camille Johnson from Snow Christensen & Martineau and Kyle Kershaw from South Salt Lake for their assistance in interviewing 5 candidates for this position. Scott did 3 follow-up interviews and meetings and he is moving to move one person forward into the background phase. Scott also thanked Chief Petersen for offering up the services of the UFA Special Investigative Division for doing the thorough background, with the importance of this position. Scott's intent is, provided everything goes well with the background, to be able to announce and present for Board approval in August the candidate to fill this position. In between now and then, Scott will work with Chief Petersen and Mr. Wood, with the offer, which is conditional right now on the background and Board approval. Chief Petersen reminded everyone, in defining this role, it works for Scott as the CEO, but the Board reserves the right to final approval for any hiring or termination. If Scott makes an offer, it will be contingent upon the Board's approval at the next meeting.

There was nothing else to discuss at this meeting.

The motion adjourned at 3:02 p.m.