

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

*January 21, 2015 Meeting Minutes
VECC Board Room
5360 S Ridge Village Dr, West Valley City*

MEMBERS PRESENT: Mr. Gary Whatcott, South Jordan; Vice Chairman
Mr. Kane Loader; Midvale
Mr. Mike Shelton; Cottonwood Heights
Mr. Bryce Haderlie; West Jordan
Mr. Mark Reid; Bluffdale
Mr. Michael Jensen; UFA
Mr. Randy Fitts; Holladay
Mr. Blair Camp; Murray
Mr. Kyle Kershaw; South Salt Lake
Mr. Brett Wood; Herriman
Mr. John Guldner; Alta
Chief Layne Morris; West Valley City
Undersheriff Scott Carver, UPD

MEMBERS ABSENT: Mr. David Dobbins; Draper
Mr. Ryan Carter; Riverton
Mr. Jeff Graviets; SL County
Mr. Brad Christopherson; Taylorsville

OTHERS PRESENT: Chief Andrew Butler; South Jordan
Mr. David Church; VECC Attorney
Mr. William Romesburg; CAD Consultant
Mr. Dave Spatafore; Capstone Strategies
Mr. Keegan Rank; Capstone Strategies
Mr. John Park;
Mr. John Inch Morgan, Executive Director
Mr. Jeff Monson; Human Resources Manager
Ms. Geana Randall; Information Coordinator
Ms. Gigi Smith, Police Operations Manager
Mr. Mark Whetsel; TS Manager
Ms. Leslie Devey; Operations Supervisor
Ms. Chris Dunn; Operations Supervisor
Mr. Terry Shaw; Operations Supervisor
Ms. Andrea Oldham; Administrative Services Manager

APPROVAL OF MINUTES OF DECEMBER 17, 2014 BOARD OF TRUSTEES MEETING

Motion –

. . . by Mr. Randy Fitts; that the minutes of the December 17, 2014 meeting of the Board of Trustees be approved as written; the motion was seconded by Mr. Mike Shelton; the motion carried unanimously.

BOARD OF OPERATIONS REPORT

The Operations Board cancelled their January meeting this month. Chief Andrew Butler introduced himself as the new Board of Operations Vice Chairman. He is with the South Jordan Fire Department, just recently promoted to Fire Chief when Chief Chris Evans retired. Previous to this, he was the Battalion Chief for approximately 7 years, and was mostly over training and Special Operations.

EXECUTIVE DIRECTORS REPORT**Public Safety Software and Systems Consultant Update**

John Inch Morgan introduced William Romesburg, the CAD Consultant, to the Board of Trustees. He works with Cit Com. To recap, HB155 provided the opportunity for VECC and Salt Lake City 911 to enter into an Interlocal agreement to appoint 8 individuals to represent both PSAP's. Those individuals put together an RFP, which was put out and 6 firms respond. Out of those 6, Cit Com was the unanimous choice. HB155 also provided a restricted CAD fund, only to be used for the interoperation of CAD systems throughout the state. Scott Freitag with SLC911 and John wrote a grant application to the State 911 Committee and to the UCA Board to fund the cost of the consultant. The UCA restricted fund fully-funded this. This fund takes \$0.06 on every phone bill and puts it into the restricted fund. It will generate about \$2.4 million dollars per year. VECC has also received another grant from this fund for CAD to CAD interoperability throughout the state. William began working 2 weeks ago and they held a stakeholders meeting to discuss what the plan would be. The first 2 weeks, William held one-on-one interviews with the stakeholders. These meetings have been really good and candid so far. John encouraged anyone who hasn't met with Williams yet to do so. The report will not be for just a one-time purchase, but it will be utilized over the next several years in planning for where VECC wants to be with public safety software acquisitions. John has been reporting to the COG every month, walking them through this process, beginning with legislation and securing income and revenue. At the last meeting, John introduced William to the group. Many of the participants in the COG were still wondering what was happening with the process and when they would get to vote on a CAD. William informed them that his job was to identify the alternatives, with this being a feasibility study, and he would be presenting them. At that point, the Consultant Selection Committee will make a determination. That determination will be brought back to the respective Boards, who will vote on which way to go. Kane Loader mentioned that many of the Mayors have forgotten the roles and authorities of the Board. The Trustees Board has the authority to make these kinds of decisions, and each Mayor has had the chance to sit on the Board. Kane feels it's very important to keep their elected officials informed and up to speed on the process. John committed to attend each City Council meeting and report on where the process is, if the members would like.

William Romesburg reported that the first step of the process is for him to go out and hold introductory meetings and get initial input and feedback on what they currently have. Everyone has an opinion about their current vendor and usually it has been negative. He is asking them what is currently working and what's not working in their environment. On the technical side he is trying to understand how their systems are structured and to know what technology is behind the scenes and if it needs to be changed if they were to make a shift. This information is brought back to his team, which meets each week, to see where they are at and make recommendations and also start the feasibility study report. The concept from everyone that William has spoken with has been they want to keep their current vendor or they want another city's vendor. The actual costs needs to be determined because most of the cities thought it would be a fairly easy process and that if they had to transition from one product to another, it would be possible. They feel that if they have to make a change, it won't cost much since other cities are using it and adding a new one won't be too costly. This is not true, especially in the back end for the hardware infrastructure to support it, along with training and management. Part of the feasibility study report is looking at what the dollar amounts will be, what the impact would be to each agency, what will be the functional benefits from a business standpoint, and looking at any technology barriers that might have to be overcome in order to make this work. Last week, the RFP was discussed because they didn't think that just a report alone would be enough to sway people to get them to feel invested. He feels that the RFP process can begin immediately. The vendors will sharpen their pencils and give much better offers and the consultants' job is to benchmark pricing. John mentioned that one thing to understand is that they are not just looking at software costs, but also the infrastructure to be dealt with. William said that the cities today using Spillman and Versaterm have different set ups, which are not the same. No matter what happens, if there is a change made in terms of what cities are using today, they will have to change some components behind the scenes in order to make it compatible with the other product. Interfaces are also important, such as the CAD2CAD and will need to be modified. John doesn't want to just look at the CAD product itself but also the plug-in's and the menu list of associated products to be dealt with. The Operations Board has been talking about sharing records and whether agencies should move to the same RMS product. There are many different opinions about this as Chiefs' have more ownership of this than anything else, but John is hearing that they all agree that agencies should be sharing records, especially on the police side. John believes it is an officer safety issue. He also wants to take a look at the upgrade of servers and

opportunities available to join together and have collective savings. He would like to look at retiring the bond on the VECC building, and look at what the services could be provided to the agencies without any increased assessments. On the Fire service, John doesn't know if it is as important to share records between departments, but he would like a discussion on this as well. Chief Jensen doesn't feel it's as big of an issue as it is with the CAD system. John would like to look at station alerting, and feels it should be something being done county-wide. John asked William what other plug-in's they should be aware of. William recommended a single map that everyone can benefit from. There are many interfaces which are point-to-point and consolidating them to a single place would be beneficial. The mobile client is always important in terms of what they use in the field. It isn't as important as the CAD or RMS because it tends to be very stable. Scott Carver commented that with a single RMS system, the savings on all the people in various agencies managing the data, now can be either saved or repurposed somewhere else. As far as AVL goes, Williams says that most who use it will use closest response or closest apparatus, and there are many ways to compensate for a unit out of its normal zone. On the law side, he doesn't know how many agencies are using AVL, but the majority are now.

William gave a small summary of his personal background. Gary Whatcott then asked what the process looked like from here. William's report to the committee will be the 2nd week in March. Initially, after this information was assessed, they would immediately do an RFP, however, it's looking like it might be changed. Within the 60 days, the RFP may be issued so that information is coming back. An RFI was considered, but it was determined that the vendors are ready and because the RFP would have been issued so closely after the RFI, they may as well just do the RFP. By accelerating this, pricing information will be available that the committee can review and compare against the potential or available revenues. The RFP and decision was initially to be done by June, but John feels that it needs to be reassessed and could possibly happen sooner, having awarded a contract before July. Back in March, while reviewing the merger with UPD, John created an RFP, based upon RFP's that have been out there. William's group is reviewing those functionalities at this time. Both Fire, Law and Dispatch requirements were looked at and put into the RFP.

Scott Carver wanted to know who would be making the final decision, knowing that dispatchers, officers and Board members will have their own opinions. John commented that things were being looked at objectively. Chief Jensen asked if there were standards set so that everyone reads things the same and everyone is on the same page. William responded that the standard RFP has 4 chapters to it, including functional specs section, which has the line requirements. These have been hyper-refined because they need to be very closely aligned with what has been mentioned to keep it credible. One thing they do is limit the amount of information the vendors can provide on each question. There are 6 choices the vendors can give, which are existing today, being under development, configuration option, customization, major customization and no can do. There are also open-ended questions. Usually the RFP answers what the vendor can do but not how they can do it, in terms of functionality, which is why they recommend having line users involved. John also said that his RFP had enough qualifying questions to get to the functionality. Once the final two or three vendors are selected, they will be invited in for interviews. This will be the opportunity to discuss functionality and have them explain and demonstrate it. Kyle Kershaw commented that the CAD Consultant Committee would be making the final decision and would be withstanding the political headwind that comes from the decision. He wondered what the process would be on documenting the decision making or the recommendation from the committee. John sees the committee taking the information and reviewing it and trying to come up with a consensus. They will bring this information back to the respective Boards. John will bring it back to the Operations and Trustees Board and together, they will have a discussion. John's vote on the committee will be based upon the direction he receives from the Trustees. William's group have a tight evaluation selection criteria they have written through the years, which is used by them and almost all the other vendors and consultants in the industry. John asked that if anyone has issues or information, please bring them to him.

Major Events and Statistics

John put together a small video for the VECC dispatch group, which he played for the Center yesterday at the different briefing sessions. He wanted to play it for the Boards to let them know how dedicated their dispatchers are.

LEGISLATION UPDATE

John reported that yesterday, Wayne Harper held a meeting with a number of City Managers from Utah and Davis County. He would like to run a bill which deals with consolidation of PSAP's. It has been outlined so that there are no more than one or two primary PSAP's in any one County. He would also like to provide additional funding for 9-1-1 Centers who are engaged in consolidation. It affects VECC, not in a consolidation, as we are already working on this. But he is looking at some of the functional issues with getting on the same platform and SOP. Some of the City Managers at the meeting think it's a local issue, however, Wayne Harper believes that they are political subdivisions of the state and he wants to enable legislation that provides incentive to help consolidate in the transfer of data.

Dave Spatafore came to talk about a few bills which will be impacting 9-1-1 call centers. He introduced Keegan Rank with Captstone Strategies and he will be working with Dave during the current session. The first bill, which is part two of Rep. Brad Dee's bill, is looking at revenue streams to rebuild the public safety radio network. Part of this, because of the tie in to dispatch centers and PSAP's, he will try to set aside either \$12 million in this budget year of one-time money or \$6 million this year and \$6 million next year, of one-time money, to provide new consoles for each PSAP. Once the new radio system is funded, everyone will need new consoles. Right now there are 203 seats, which will cost approximately \$12-\$14 million. Scott Carver explained that this is the number one priority from the UCA Board as well. Dave further explained that over the last two years of study after HB 155, the UCA Board, working with the Government Communication's Task Force has pin-pointed a method to rebuild the entire public safety network state-wide. It has 5 components which include new consoles for each PSAP and approximately 50 new sites which will need to be built. One-time funding will be used for the consoles and the new sites. The Task Force asked for \$0.86 fee on each phone line to fund this. This fund will be a non-lapsing which will go under executive appropriations and each month during the year, as the sites are located, this fund will be utilized. The current radio fees of \$23.25 will be reduced to \$5.00, which will be a UCA Board decision. Chief Jensen mentioned the decision to go to phase 2 for the radio systems. He isn't aware if Senator Harper and Representative Dee understand that in Salt Lake County, there is one agency that has radios that are phase 2 compliant. He understands that the user fees will drop, however, a phase 2 compliant radio costs around \$4,500. Agencies will have to spend money to go to phase 2 when the FCC just released that they aren't mandating the 2017 compliance, but it's now open-ended. Chief Jensen feels they need to go back and revisit going to phase 2. When the 800 system came out, Steve Proctor sent out an email that gave a list of radios to purchase to go on the system. None of these radios are phase 2 compliant. Phase 2 is not needed. Agencies in rural areas will not be able to afford it. John asked Dave if he knows what the legislation dictates, whether its phase 1 or phase 2. Dave said the issue wasn't even raised at the meeting today and so he doesn't know if it is a factor, but it does need to be discussed before long. If the answer is that the users don't want phase 2, that's what will happen. What needs to be followed up on is whether the users want to maintain the current use of radios, as this is a decision the UCA Board can make, separate from the legislature.

Senator Harper's bill looks at what is the most efficient use of taxpayer's revenue in looking at dispatch centers. He sent out a questionnaire to PSAP's in Davis and Utah Counties, asking about how many calls they receive, and how many seats they have. They have been asked to respond by next week. The third bill Dave wanted to mention is by Rep. Craig Powell which moves dispatchers to the Public Safety Retirement System if they have the necessary certifications.

Steve Proctor came in to address Chief Jensen's question of phase 1 versus phase 2 of the radio system. Steve said that phase 2 offers 2-talk pass per channel. In theory, they can buy fewer radios for the mountain tops. Phase 1 is a stop gap, and phase 2 is the latest technology out there. Chief Jensen voiced his concern about not having the radios compatible with phase 2. Steve said some are already buying the phase 2 and just need to be flash upgraded. He said there will be plenty of time to migrate everyone over. Assuming the bill passes and they receive full funding, it will probably take at least a year to 18 months just to install the new consoles. There will also be a small version of the radio system purchased to test coverage, functionality, sound, and allow the users to test it to see what will happen. The radio infrastructure consists of 100 sites currently and in rebuilding these or reconstructing these, it will be a 6 - 7 year project. The current radio system needs to be changed out and updated. Steve Proctor can no longer get parts for repeaters, consoles and infrastructure from the manufacturers.

There was nothing more to discuss from the Board members.

The meeting adjourned at 3:27 p.m.