

**SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

**BOARD OF TRUSTEES MEETING**

*June 17, 2015 Meeting Minutes  
VECC Board Room  
5360 S Ridge Village Dr, West Valley City*

**MEMBERS PRESENT:**

Mr. Jim Winder; UPD; Chairman  
Mr. Gary Whatcott, South Jordan; Vice Chairman  
Mr. Mike Shelton; Cottonwood Heights  
Mr. Bryce Haderlie; West Jordan  
Mr. Kyle Kershaw; South Salt Lake  
Mr. Brett Wood; Herriman  
Mr. Kane Loader; Midvale  
Mr. David Dobbins; Draper  
Mr. Randy Fitts; Holladay  
Mr. Layne Morris; West Valley City  
Mr. Blair Camp; Murray  
Mr. John Guldner; Alta  
Mr. Ryan Carter; Riverton

**MEMBERS ABSENT:**

Mr. Mark Reid; Bluffdale  
Mr. Brad Christopherson; Taylorsville  
Mr. Michael Jensen; UFA  
Mr. Patrick Leary; SL County

**OTHERS PRESENT:**

Chief Doug Diamond; West Jordan; Operations Chairman  
Mr. Gaylord Scott; UFA  
Mr. Scott Harrington; Taylorsville  
Mr. John Inch Morgan, Executive Director  
Mr. Jeff Monson; Human Resources Manager  
Ms. Gigi Smith; Police Operations Manager  
Ms. Beth Todd; Fire Operations Manager  
Ms. Geana Randall; Quality Assurance  
Mr. Mark Whetsel; TS Manager  
Ms. Leslie Devey; Operations Supervisor  
Ms. Chris Dunn; Operations Supervisor  
Mr. Terry Shaw; Operations Supervisor  
Ms. Andrea Partridge; Administrative Services Manager

**APPROVAL OF MINUTES OF MAY 20, 2015 BOARD OF TRUSTEES MEETING**

**Motion –**

**. . . by Mr. Kane Loader; that the minutes of the May 20, 2015 meeting of the Board of Trustees be approved as written; the motion was seconded by Mr. Gary Whatcott; the motion carried unanimously.**

**BOARD OF OPERATIONS REPORT**

Chief Diamond reported that they spoke about Fire doing testing on the Zetron, and trying to get calls dispatched a bit quicker. They will do some manual runs and more testing to see what will work faster. In Police Users, they elected a new Chair and Vice Chair. They also talked about the "I" function in EPD, which is the Pro-Qa side on the police field. They can actually take questions that dont apply out of the questioning to make the call run quicker and get calls out of queue faster. Spillman is adding a new patch to the system. Andy Butler is starting a focus group to look at reducing response times. This group is going on both police and fire and they have set some goals on this. There should be more information to report on this at the next meeting. Operations implemented a new policy for staying on the line during unstable situations. The call taker

will stay on the line with the caller longer to get more information to pass on to dispatch. The South Jordan and West Valley Fire Departments did some silent dispatch testing and will be reporting back to the users on this with further information. Going to a new CAD with everyone on the same platform, silent dispatching will be a bigger deal in cutting down radio traffic. John Inch Morgan will be reporting today on several things that were also discussed at the Operations Meeting.

## **STRATEGIC PLANNING**

### **Annual Joint Meeting Schedules**

John Inch Morgan reported that this group and the Operations Board agreed last year to schedule a joint meeting, which will be held next month in July. In the last Operations meeting, they put together some tentative topics to discuss at the next meeting. They want to identify the issues that are most important to the user members to schedule throughout the year, work on and set milestones to move VECC forward. Some of the topics developed at the Operations meeting were short term and long term goals. Other topics included legislation, looking at functional operation, mergers, and standardizing policies so that everyone in the valley operates in the same way. They've discussed having a caller come on the line, and rather than transferring the call, have the same call taker do the interrogation and instead of sending it over to a dispatcher, it will send across the valley without having to transfer the call. With a common CAD it makes things more efficient rather than just transferring a call with partial information. Kane Loader commented that one thing critical to VECC is reducing non-emergency calls and developing a 3-1-1 network. He would like to discuss this further. The CAD selection, which is ongoing, will be discussed, and beyond this, John feels that assigning users to look at CAD policies will be very important. Financial Policies need to be looked at, and this year budgets are separate with VECC and UPD, but in the next fiscal year, the overall goal is to merge these. We have other financial opportunities coming up, such as the bond for this building being paid off. This gives opportunities to keep membership assessments down, but also, it could solidify operations with equipment and software. With the CAD, a full public safety software was put out, but the state funding only covers the CAD platform itself. In going through the CAD demonstrations, one impressive thing with the field operators and dispatchers is the complete package. The CAD itself is only a database, but the way the information is pushed out to the field units is completely separate. There are opportunities to deal with this. John would like to enter into a multi-year agreement with the vendor which will allow the purchase of ancillary products in order to have a complete solution for everyone. One thing emerging as Records Management Systems is being discussed, is most of the Chiefs and User Boards agree that records should be shared more than it's happening right now. John believes that candid conversations need to take place on what's happening financially over the next few years. He would like a financial plan that maps out what is happening. Consolidation of partnerships, in talking about the joint meeting, in August, it will be a joint meeting with SLC911 and their Board of Directors. John would like to prepare for this discussion in the July meeting to deal with where the partnership and consolidation is going. John asked for any additions to discuss at the meeting next month and prepare for the meeting in August. Some agenda topics for the Joint SLC911 meeting include CAD policies, equipment/functional consolidation and legislation. If there is anything to be added to the agenda, John asked that it be emailed to him.

## **EXECUTIVE DIRECTORS REPORT**

### **CAD RFP Update**

John mentioned that everyone is aware of the CAD process, but the CAD demonstrations just wrapped up. They are all fairly good products with different elements that are good, but there is a difference between them and some are at a different grade than others. With all the enhancements also comes cost, which becomes a balancing act. The timeline, to remind everyone, includes demonstrations, which they are at right now. They finished the 3<sup>rd</sup> demo with Versaterm yesterday and the last one with TriTech begins Thursday and Friday. Semi-finalists determination will be scheduled for June 24<sup>th</sup> to go over the evaluation of the proposals and demos. There has been very good attendance from virtually every jurisdiction in the valley, both dispatchers, field operations Chiefs and technical people. There will be some good evaluations and John is soliciting everyone's input. Best and final offer and tour locations have yet to be determined. When the RFP was put out, it was indicated that the basic components of the RFP is the CAD platform. Cost was also requested for the other plug-in's. It was also written in that now they can go back and show interest in the CAD platform and the RMS, for example. Then they will request the best and final offer for the very specific things that need to be acquired. Also, many of the members have asked is when it's narrowed down to a final two, can they go to a location with a multi-agency and multi-discipline CAD running to talk with the users and see it in action. This

will be determined, but John feels that a determination on the finalists will be presented the 2<sup>nd</sup> week in July. This will be aggressive and a little soft, but this is the goal. The vendor demos are a 1.5 day demo. The first day they discuss their qualifications and the solutions they are proposing. The second day is a more functional demonstration where they get into the nitty gritty of the CAD and other elements that make the CAD work. Between 50-70 individuals have attended the demos. John went over the evaluation criteria. The next steps will be to finalize the quantified scores based upon the proposals, identify semi-finalists, request best and final offers, visit sites, award contract to the optimal CAD public safety software, and contract negotiations. As the contract negotiations happen, this will take time as they set up schedules, payment schedules and a number of different parameters in negotiating. A sample contract was placed into the RFP, and it was asked if there were any objections to any clause or element in the contract. The vendors had virtually no objection to the contract put into the RFP. All vendors have said that the implementation will take from between 12 and 18 months, depending on the vendor. Sheriff Jim Winder commented that he felt that the site tours would be imperative. Kane Loader also agreed that going to site where the product is actually working and talking to the people who operate that equipment, you find out the strength and weaknesses are of the product. He feels it is one of the most valuable pieces on the selection process. Another important element is looking at the support after the fact, which is an important piece of this. John commented that in looking at the demos and the various costing factors and value per cost, he had some conversations with some of the congressional delegations and it was mentioned to him that there might be some homeland security money gone unspent that VECC might be able to tap into. It was asked that some bullet points be put together to talk about it and on Friday, the Sheriff's Association and Dave Spatafore, our lobbyist, will be meeting with them and is taking a letter John put together to explain CAD systems and potentially tap into this fund. Sen. Hatch is the Chairman of the Finance Committee, so if there are funds available, there might be an opportunity. John would like to have the agencies sign on to the senator that there is broad-based support. He's looking at this as an opportunity that hasn't been seen for many years and he doesn't want to let it slip by. A letter of support or a sign on to the letter John wrote would be very much appreciated.

#### **National Academy of Emergency Dispatch Accreditation**

Terry Shaw explained that VECC has to have 3 consecutive months where the requirements are met in order to become accredited. As of May, VECC has met 2 of the 3 months. Contractually, it needs to be hit by the end of June. He feels that there is a good chance of hitting accreditation for the third month. Efforts have been stepped up on the fire Pro-Qa, the next step in this process. This is due by the end of the year. Police will be due a year from now, and this is also being worked on. John mentioned that the supervisor and Q's have done a really great job acting as coaches and mentors rather than disciplinarians. The employees have been told that being accredited is a condition of employment. The employees are also getting involved in teams, encouraging each other, and putting out trainings on things they are having problems with, which is definitely helping. Once VECC reaches accreditation, it is assumed that it's maintained for 3 years, at which time it must be recertified again. In becoming proficient in the medical portion, the scores have increased in fire and police. Gigi Smith mentioned that if there is feedback turned in to them, the Academy is completely open to listening to this feedback and making appropriate changes.

#### **ROUND TABLE DISCUSSION**

The Board had no issues to discuss.

John brought up that at the next meeting, the joint meeting, the proposal was that it be held on the Operations Board schedule, which will be held on Thursday, July 9, 2015 at 10:30 a.m. in the Training Room.

The meeting adjourned at 2:44 p.m.