

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
January 17, 2024 Meeting Minutes

MEMBERS PRESENT:

Mr. Korban Lee – West Jordan, Chair
Mr. Craig Giles – Riverton
Mr. Doug Hill - Murray
Mr. Dustin Lewis – South Jordan
Mr. Josh Collins – South Salt Lake
Mr. Nathan Cherpeski – Herriman
Mr. Scott Harrington – Taylorsville
Mr. Dom Burchett – UFA
Ms. Rosie Rivera – UPD
Mr. John Evans – West Valley City

MEMBERS ABSENT:

Mr. Tim Tingey – Cottonwood Heights, Vice Chair
Mr. David Dobbins – Draper
Mr. Mark Reid – Bluffdale
Ms. Lisa Hartman – SLCo
Ms. Gina Chamness – Holladay
Mr. Mike Morey – Alta
Open – Midvale

OTHERS PRESENT:

Mr. Clint Jensen – Interim VECC Executive Director
Ms. Elyse Haggerty – VECC Deputy Director
Mr. Scott Young – VECC legal Counsel
Mr. Robbie Russo – CHPD
Mr. Terry Addison – SSLFD
Mr. Troy Carr – HPD
Ms. Crystal Makin – South Salt Lake
Mr. Jay Ziolkowski – Taylorsville
Ms. Jodi Morris – VECC
Mr. Jonathan Bridges – VECC
Ms. Nicole Lopez – VECC
Mr. Colin Baenziger – Baenziger & Assoc
Mr. Scott Krim – Baenziger & Assoc

The meeting was called to order by Korban Lee at 2:00 p.m.

Korban Lee:

Welcome everybody. Happy to have you join us as part of the VECC Board of Trustees meeting. Let's get started. We've talked a little bit about our newest member, Craig Giles here, representing Riverton City. I see a number of VECC staff involved with the trustees today and a number of chiefs. Thank you. Welcome. Does anybody have any comments, changes to the minutes from our December 20th meeting? Okay, I'm not seeing anyone. With that, would someone like to give a motion to approve the minutes?

Josh Collins:

This is Josh from South Salt Lake. I'll make a motion to approve the minutes as listed.

Doug Hill:

Second

Korban Lee:

All right. Motion by Mr. Collins, second by Mr. Hill to approve the minutes. All in favor, if you're in favor, say aye.

Group:

Aye.

Korban Lee:

Anyone opposed?

Motion –

. . . by Mr. Josh Collins, to approve the minutes from the December 20th Board Meeting, seconded by Mr. Doug Hill; the motion carried unanimously.

PUBLIC COMMENTS

Korban Lee:

Okay, let's go on. This is a public meeting. We have opportunity now for public comments. Is there anyone online with us that would like to make public comment to the board of trustees today? Okay. We do not have an in-person meeting today, so I'm closing the public comment portion of the meeting.

OPERATIONS BOARD REPORTS

Korban Lee:

Moving to agenda item number four, the reports for our operation boards. Chief Carr, I understand you're the new operations board chair for police, is that right?

Troy Carr:

Yes, except that we didn't have a meeting this month, so I got off to a good start.

Korban Lee:

Okay, and nothing else to report from the police side?

Troy Carr:

No. Unless you guys have any questions for us, no, I don't have anything.

Korban Lee:

Elyse, any report from the Fire Operations Board meetings?

Elyse Haggerty:

Nope, that was also canceled. Police did meet quickly during VPA to agree that moving forward we're going to hold our Police Ops meetings right before VPA so that it is in person every month, which I think will be better.

Korban:

Okay. Thank you, Elyse. Elyse, why don't you keep going? Let's get your operations report.

OPERATIONS REPORT

Elyse Haggerty:

We met with the University of Utah yesterday to discuss timeline and they have requested that they actually wait until 2025 to have the go live. We're going to be working on some of the things, mapping, especially GIS, but they want to wait. They are actually hosting the final presidential debate in October, early October, and between the scrutiny on University of Utah the last several years and their reporting requirements federally and this presidential debate, they have enough on their plate to fill 2024. They're not shying away from it. They are still very much interested in switching and becoming part of the consortium. We just are going to have to wait. But we're meeting with Granite School next week, so we'll see if they're interested in maybe moving up a little to get them on the same, into the consortium.

The next thing was on January 2nd, we moved forward with the records departments handling all NCIC during business hours. We have run into a bit of a hiccup where several of the departments were just not able to be ready, so we're providing some training to some of the departments so that they can feel better prepared to handle it.

Korban Lee:

Elyse, can you explain a little bit better what that is? What does that mean that police departments handle NCIC during business hours?

Elyse Haggerty:

So the NCIC is the national database that concerns hits and warrants. So we have been, for the last several years, handling them all day, every day for most of the agencies. Scott and I talked about it when I first started as the deputy in 2022 that it's a lot of work for our dispatchers. These are national. We had one from Alaska two nights ago. It's things like they've found a wanted person and they have to get confirmation that that warrant is still active. So, VECC has been handling all of those procedures. We started asking about a year and a half ago to move towards records handling those things during their business hours. We understand that there aren't any 24 hour, seven day a week records departments in the VECC agencies, so we are going to continue to handle them at night, weekends, and holidays.

The issue is, we had asked that they handle them during business hours and it just, I believe, because some of our meetings recently, I'm sure you've all noticed that we've canceled several of them, it's really hard to have online meetings and to get the full participation. And so I believe it just wasn't planned well enough. The agencies that have reached out with issues, we are actually working with them to send one of our trainers out to give them the training that they need to feel confident and comfortable doing these. It's not something that we want done incorrectly. They can't be. But in general, the meetings have been a bit of a struggle where there's just not much on the agenda. And so the few things that we do discuss, perhaps we're just not discussing them fully, so there's some room for improvement.

Korban Lee:

The move to have NCIC being handled by records departments at each police agency during business hours, this is part of the ongoing efforts to make sure VECC's resources are focused on answering the 911 calls timely?

Elyse Haggerty:

That's right.

Korban Lee:

Okay. Keep going Elyse.

Elyse Haggerty:

Our performance, you'll see that last month we made it, we got 95.03. I went through and filled in the whole year for all of these graphs. And we actually hit the requirement five months out of the year, which this year's goal is for 12 months out of the 12 months, but I feel good that we saw some improvement last month, especially since we had more calls in December than we did in November. And you can see the line on the call answer times 2021 through 2023, we're still just riding right along that blue line. Our transfer rates continue to be low and they continue to be non-existent if we remove Highway Patrol, 0.01 is absolutely reasonable.

And I'm not sure we've discussed it in the past. There has been a slight change to this. We can transfer 911 calls to the crisis line, so in the future, we'll also have to look at those. It's just better for the citizen, it's better for the police departments and firefighters to get people in a mental health crisis that are not violent and are not threatening anything, except for maybe to themselves, get the actual help they need, which is going to come from a crisis worker. Dispatchers are not prepared to talk to people about their mental health issues. And if we can avoid sending police, that tends to be a very big benefit to the citizens, that they're getting the actual help they need right away. But they did change that in the Senate bill, that 911 transfers to crisis lines will not be counted against them in their transfer rates.

And then at the bottom, abandoned still below the 11. And this is our total call count for 2023, we ended at 850,872, which is up about 11,000, just over 11,000 from 2022. The years are really hard, especially in January.

Korban Lee:

So about a 1.5% increase in total call volume and almost all of that though was on the 911 side, not on the non-emergency side.

Elyse Haggerty:

Yeah. We went down a little bit in non-emergency, so that might be a good point of county taking over their 743-7000 number.

Korban Lee:

Does anyone have any questions for Elyse?

Dom Burchett:

Going back to the abandoned rate, Elyse, you mentioned that those crisis calls are now included in the legislation. Are you transferring calls to the crisis centers now or not?

Elyse Haggerty:

We are. So, we have policies written with each agency, that if someone calls and is not violent, they're alone, their concern or complaint is suicidal ideation or just feeling down, in the middle of a mental health crisis, we transfer them to the crisis line. It's a warm transfer, so we don't just blind transfer them and hope it gets there.

We wait until the crisis line worker answers. We say, "This is so-and-so from VECC, I have a caller I'm connecting you to that is having some," and then whatever basic information we've already received.

They actually have a system where they send out their, it's called the MCOT team, the mobile crisis health outreach, where if they believe it's needed, they'll send out crisis workers to the person. And so we've actually been able to minimize some of our calls for service for the police department especially.

Dom Burchett:

And so that 7.6% for 2023 includes the transfers to the crisis centers and DPS?

Elyse Haggerty:

Yeah.

Dom Burchett:

Okay. Thanks.

Korban Lee:

Speaking of this issue of transfers, the vast majority of it's to DPS Highway Patrol. What's the latest going on with the CAD to CAD between us and DPS?

Elyse Haggerty:

We are still meeting with them weekly to do additional testing. I know that Jonathan or Clint have a very recent update from, I believe, on Tuesday.

Jonathan Bridges:

I can quickly give that, if you would like? So, two weeks ago, there was a change on the Versaterm's side of the project. The engineer that was working with us was no longer with Versaterm, and they assigned a new engineer to us, new to us, but is actually very seasoned. The experience level of the new engineer is higher than the previous. And I don't mean that in a negative, but it's just the reality. So we believe we are still on track.

This next week, we plan to do end to end testing, as long as the Motorola team has been able to make the changes they need to on their side. So, we're ready to test and we've been ready for a couple of weeks now on that. That change threw us back about a week, but we're still aiming for the end of January. And with this other engineer, as long as we don't see any other roadblocks from the Motorola side, I believe we will be very close to meeting that.

Korban Lee:

Okay. Thank you, Jonathan. We look forward to hearing about it next month.

Jonathan Bridges:

Yeah, we're excited to get this one done for multiple reasons.

EXECUTIVE DIRECTOR REPORT

Korban Lee:

Anybody else have any questions for Elyse? Okay, let's turn it over to Clint.

Clint Jensen:

You can read the report at your leisure. A couple of things I'll just point out. The Salt Lake City 911, trying to develop that relationship or improve that relationship. It's a heavier lift than we originally thought. Communication channels are open, but sometimes a little bit cluttered. We do have the CAD staff from our side and also from the city side, they're meeting, not sure how effective those meetings are. We still would love to be in a situation where VECC owns the CAD, makes the changes to the CAD. We just feel like there's too many hands in the cookie jar when it comes to the CAD, but this is going to be a big discussion down the road with Lisa, their executive director, and us to see if this happens. Elyse is reaching out to Lisa to maybe just do some sidebar discussions. Some of the challenges is Lisa and I, neither of us are CAD experts, and so I don't know that either Lisa or I understand the implications of this, other than Elyse has communicated it well to me that this is a big deal for us and it's a big challenge for all the entities. And it's even proven out with even Sandy in Salt Lake will reach out to us to make some of their changes, just because they know our people and they know that they'll do it right. So, this will be an ongoing discussion. We'll keep you informed as things move forward, but as we try to reach out to Lisa, she doesn't respond timely. It'll take her a month to get back to an email. She doesn't answer her phone, so it's just difficult.

The next items, the CAD to CAD, Jonathan's already touched on that, so I'll just skip.

The telephone enhancements, so we are at the point now where we've submitted requests to port our existing telephone lines to, and these are non-emergency numbers, to a new vendor. The discussion over the last several months, and even back when Scott was here, related to these vanity lines that we could possibly set up for each of the entities. We wanted to reach back out to Cottonwood Heights. They were the ones that started the discussion, as they were dealing with some elected officials who felt like they were on hold or it took too long for us to answer a non-emergency number. And so Elyse and I met with Chief Russo and with Tim Tingey, we had a discussion, we had basically three points that were being discussed. One was the vanity line could provide better customer service. So for example, we could answer the line more personally, "Hey, this is Cottonwood Heights," or, "This is Taylorsville, what can I do for you?" The second part of that was tracking non-emergency call volume. That could be an outflow of the vanity line. And then the third piece was, can this help with call answer times? Which was kind of the driving force behind the beginning discussion.

As we worked through all of that, we came to realize that the vanity line probably wouldn't solve two of those three issues. It might be better customer service, but that may not necessarily be the problem. And it doesn't mean that people will still use Cottonwood Heights number or Taylorsville's number, as opposed to still calling 840-4000, because that's the number that we put on the TV screen when we're asking you to call in with a tip.

The tracking of the calls, again, another challenge with that, with people still using the 840-4000 number. We won't know which jurisdiction they're calling from, and there's no guarantee that call gets picked up any faster if it's coming in on a vanity line. So after all this is said and done, and I'll let Chief Russo fill in all the gaps that I left, the vanity line I don't know is going to work as we had intended, or as Scott may have advertised this going forward. We'd like to put that discussion on hold, but we think it's important for us to track the call volume so we know how many calls, non-emergency calls we're getting. We track the emergency calls, we can tell you how many police and fire calls we're getting, but it's the non-emergency ones that we're struggling to track. We don't know the impact to the Center on those non-emergency calls by entity.

So we've had some discussions with Korban and Tim in particular about this, generating a CAD entry as these calls come in on the 4,000 number. And that allows us to then, at the end of the year, run reports. And then with that information, we can come back to the board or Finance Committee or whoever's delegated this to take a look at it and say, "Okay, in proportion to the total, this entity, we take a higher proportion of non-emergency calls," or whatever that information is, gives us a better opportunity to assess those non-emergencies and maybe make those assessments work to pay for those calls. So, with that, Chief Russo, Elyse, fill in any gaps that I might've left.

Robbie Russo:

I think Clint covered it well. The vanity line issue was a response, he is correct, to our elected officials being concerned about calling in to the non-emergency line and the time that they perceived, whether it was real or not, and how long it took someone to answer.

And the suggestion was made that we try the vanity line and advertise it ourselves and maybe shorten that and give better customer service. Clint represented it well, that after discussion, that may not be the best remedy for what the problem is. At the end of the day, what we're trying to achieve is to shorten that time it takes someone to pick up the phone. And we know how many calls are coming in, but we don't know how to assess those to the various municipalities or agencies. So, we don't know what resources are being allocated, or if some agencies, with their assessments, are subsidizing other entities by paying for the call takers, and do we need more call takers? Those are all the questions we're trying to determine.

So, Elyse and Clint thought of the idea of tracking that with a CAD number so that we can come back to you and say, "Here's the number of calls that come in and they're assessed as follows," so we know what the call takers are doing and who they're answering calls for, and maybe have the difficult discussion of, who pays for that and is that fair? And maybe it is. Maybe we all jump in and pay for it together, or maybe we assess that differently, but you don't know that until you know what those numbers are and how those calls are being received and for whom. Did I cover everything? Other than that, I think Clint hit everything very well. Thank you.

Clint Jensen:

And Elyse, I think you were going to look and see how our call answer times for non-emergencies have improved maybe over the last couple of years. I think you have those numbers.

Elyse Haggerty:

Yep. Back in 2020 and 2021, the call answer times were in the 50s. 50% of the time, we answered them within two minutes, and now we're up to about 75-80% of the time we answer them in less than 120 seconds. It's still not great and not what we want, but we do see that it's getting better.

Korban Lee:

Does anyone have any questions for Clint, Elyse or Chief Russo on this issue? Chief Carr, I see your hand raised.

Troy Carr:

Yeah, so if we assign a CAD number to every phone call that comes in, is that going to artificially inflate our case numbers for each year or are we going to subtract those out at the end of the year? Am I even understanding that correctly?

Elyse Haggerty:

So right now, when someone calls and let's say they need South Jordan Public Works, we transfer them over, and that isn't something you ever would even know about. If we started documenting every call, then everyone would equally probably increase by twice as much. But you may find that one agency increases four times as much and you actually stay the same, which means your citizens are not calling the non-emergency line for Public Works or the records phone number or the many, many reasons we get those calls.

Korban Lee:

But the assessment model assesses member agencies, their portion of the VECC budget based on 911 calls. I think what Chief Carr's asking is, will these be intermingled with our 911 CAD numbers? Or are administrative CAD numbers kept separate than our 911 CAD file? Is that what you're asking, Chief?

Elyse Haggerty:

For anything that's not actual response, we would code it a specific thing. Right now, we can pull all the cell phones out. We would probably just do like SJAD for South Jordan Admin, so they would be easy to pull out while still seeing the actual number of calls we're taking.

Troy Carr:

But we would then have to subtract those. We track our numbers every year, and I suspect most agencies do. So this would be an additional number case numbers each year that you'd have to subtract out and artificially then lower that number so that we weren't trying to inflate our numbers, if I'm understanding it correctly?

Clint Jensen:

Yeah, we would account for that so that we would still keep the purity of the existing system, we could maintain that, then have a separate number that we could talk about as it relates to the admin calls. So we would make sure that those don't just artificially inflate everybody without an opportunity to discuss this thoroughly.

Korban Lee:

If we go from having 225-250 CAD reports, CAD files a year for just the 911 calls, to adding 500 plus thousand admin calls with CAD files? How does that impact our costs or our operations? Does it cause us to have bigger servers or a bigger license agreement with the software vendor or more staff? Does it affect having all these admin calls run through CAD? Does it affect our costs in any other way?

Elyse Haggerty:

No, we can make as many cases as we want, up to, I believe, 999,999 per agency, and no one will hit that. It really will just give us a very clear understanding of what agencies are calling and what we're handling. For the money side of it, thank goodness I have Clint. It's just if you want an accurate portrayal of who's calling, that's the only way to really and truly get it.

Doug Hill:

If I'm understanding correctly, if Murray City is, and I'm just going to make some numbers up here, is 8% of the total member assessment for 911 calls, but we find through this tracking of non-emergency numbers that we are 12% of the non-emergency calls. In theory, we may have a discussion in the future that could result in Murray having to pay more towards member assessments because we are a higher percentage of non-emergency calls. Am I understanding that that could be a result of this exercise?

Korban Lee:

Yeah, I think that's, yes, that's fair. Obviously, any change to the assessment formula would have to come back to the trustees for approval, so it would need further discussion. Right now, we don't even have the data to have the discussion because we don't track the admin calls, but you're right, Doug.

I've been an advocate for this, of running the admin calls through CAD, because I kept hearing anecdotally, one member agency transfers all their admin calls to VECC and other member agencies handle all their admin calls internally. And so the VECC resources being used on these admin calls were very uneven from member agency to member agency.

But I just hear that anecdotally, we don't have any data to back that up or to have a meaningful conversation among trustees as to whether that's the case and whether we need to collectively adjust our operations or collectively adjust the assessment formula that we all pay into. By giving these admin calls a CAD file, then we'll get the data behind the anecdotes and then we can discuss it further. Doug, did I answer your question?

Doug Hill:

Yes, thanks.

Clint Jensen:

So I think we'd like to maybe just test drive this for a year and see what kind of data we come up with, and then that opens it up to the board for discussion. It may show that everything's balanced in proportion to the emergency calls, and if that's the case, then so be it. If it's out of balance, then now you can have a discussion on that with some information, rather than just a bunch of assumptions.

Korban Lee:

Does anyone have any concerns with Clint and Elyse proceeding to attach CAD records to these admin calls?

Troy Carr:

I think the only concern would be making sure that everybody understands that, at the end of the year, you need to subtract those numbers. Because you're going to come up with a number that might be twice what you normally see as an ending of the year number. So we handle 40,000 and if we have 20,000 admin things, we just have to make sure we understand that that needs to be subtracted correctly so that we're not over-inflating numbers and things like that. I think that's a big concern, but I see where you want to go with it though. It makes some sense.

Korban Lee:

Yeah, good point, Chief. Just to be clear, Clint, Elyse, these admin call numbers will not be intermingled with our 911 call numbers.

Elyse Haggerty:

So the total number of cases will be, but if we use a unique code for all admin that does not require any sort of police intervention, any sort of fire intervention, just us transferring people and those types of things, we would use the same code every time, so it would be a very easy pull.

Troy Carr:

But there's only one series of numbers.

Elyse Haggerty:

Correct. Yep. So we would have to take all of the SJ admin calls and subtract them from the total number of Versaterm case numbers under SJ jurisdiction.

Korban Lee:

So, at the end of the year South Jordan could see we had, like Chief Carr was saying 40,000 total calls, 20,000 were Versaterm 911 calls, 20,000 were admin calls where VECC just transferred someone to South Jordan Animal Services, South Jordan Public Works, South Jordan City Hall, South Jordan whatever?

Elyse Haggerty:

Yes, we couldn't say 911 necessarily because we do get emergencies on non-emergency, but what your caseload is right now, officers respond on, even if it's a telephone call, anything that we're dispatching on would be separate by using a call type code.

Korban Lee:

Thank you. Other questions, comments, thoughts? Not seeing anyone chime in. I will just say, I'm in favor of this, but Elyse, Clint, please make sure that, as you start coding admin calls into CAD, we are giving them separate codes so they can be very clearly subtracted out.

Clint Jensen:

We'll do it.

Korban Lee:

And please consider this year a beta test year to just see how it goes and see what data we come up with. All right, Clint, sorry I hijacked your part of the report. Keep going.

Clint Jensen:

No, that's fine. Just a couple of things. On the UPD reorganization, we met with the Sheriff's Office with Undersheriff Archuleta and some others, just to try to get a feel for the impact of the reorganization of the UPD and the Sheriff's Office, their law enforcement division. So, we've been working with them, providing some numbers and some modeling of what the impact might be to their budget for dispatching services.

Korban Lee:

Before you go on to the next thing, Sheriff Rivera, you're on with us. Any comments on that issue?

Rosie Rivera:

I just wanted to say much how much we appreciate Clint meeting with us, and there will be several more meetings as we go along. We still don't know which entities will be contracting with the Sheriff's Office and which we'll be staying with the UPD, so until that is figured out, the numbers could change. But thank you, Clint.

Clint Jensen:

You're welcome. We hope to do the same with the UPD side, Chief Mazuran or whoever it might be there and have that same dialogue. But we're kind of going in circles because we're not quite sure who's going where. So once that gets settled, then we will have a better idea of what that model might look like.

Korban Lee:

Okay. Thank you, Sheriff. Keep going, Clint.

Clint Jensen:

The UKG TeleStaff project, that's our payroll and scheduling. We're still on track to have that completed in February. Things are moving forward there. We're doing some testing payrolls right now, so we're running parallel with our current system, so things are going well there.

The final thing I'll report on is a legislative update. We have the Spatafore Group that is helping us again. I think I noted in the writeup probably the biggest impact that we see at the moment is a change to the state procurement code. Right now, interlocals are not included as a local procurement unit, and one stroke of the pen would make us part of that, which would make us subject to the state procurement code. May not be all bad. I think to a certain extent we have followed that anyway in our more recent purchasing events. And the special district world is in there, so those in districts, they know how to deal with this, with the state procurement code. But might not be all bad for us, it's just being under the thumb of the state.

Korban Lee:

Thank you, Clint. Does anyone have any questions for Clint about the executive director report and his administrative activities? All right, Clint, I'm not seeing any additional questions. Keep going through the finance report.

FINANCE REPORT

Clint Jensen:

Finances are looking really great this time of year. We have sent out all the member assessments, we've collected on most of those, so thank you for that. I'll just note a couple of numbers. This interest income we've had, as probably most of you have had, way better interest income than we had anticipated, with interest rates above 5% now at the PTIF. So that's been a better than an expected number.

And then just a reminder on this miscellaneous revenue, we did receive that mental health grant. That is about \$40,000 of that number, so that's why that number is off the charts.

As it comes to personnel expenses. Everything seems to be in line. We continue to struggle with overtime, but we really are excited for UKG to get in place so that overtime can be harnessed and managed in a better light. And we think we'll see some real changes to that number as we implement and get that going.

But overall, personnel expenses, we're at 48% of budget halfway through the year, so that's not too bad. Administrative expenses, we're kind of the same thing, we're at 50% of budget. And so overall the expenses compared to revenue look pretty good. Any questions on budget to actual?

Dom Burchett:

Clint, just on the franchise tax, is that where you expect to be for this time of year?

Clint Jensen:

Yeah, let me just remind on that one. We run two months behind, so we are collecting nearly 700,000 a month. So if you add 1.2, 1.4 million to that number, you're a little over halfway. So, that's a good number this time of year.

Dom Burchett:

Okay, thank you.

Korban Lee:

Any other questions for Clint? Keep going, Clint.

Clint Jensen:

I'll just note, again, cash position in January is nearly \$5 million of cash on hand. That's a good number for us. And so, again, thank you for those payments. The last two pages, there's a check register. If anybody has a question on any of those expenses, I'd be happy to answer them.

Korban Lee:

Any questions?

Clint Jensen:

I have one more page I'd like to share just to show where we are at in our goal of accumulating a fund balance reserve. You can see at the end of 2022 we were at about \$324,000, which was way better than the previous years than those numbers were in the negative.

For June 30th, we were just over 1.4 million in fund balance reserve. Our goal is between 963,000 and 1.6 million. That goal was set by the board a couple of years ago to have this goal met by the end of fiscal year '25. So, I'm happy to report we are there. This was a good year for us. One of the things that helped make that happen, well, two things that helped. We increased our 911 taxes by about \$700,000 more than we had budgeted. So that basically went straight into this reserve amount, and then interest income was about 100,000 more than we had budgeted. So those two numbers really helped get us there and meet this fund balance goal. So, I'm happy to answer questions on that, but I think that's great news.

Doug Hill:

Hey Clint, you said we increased the 911 tax. Who is we?

Clint Jensen:

Yeah, so when I say we collected more didn't necessarily mean we increased anything. We just were subject to our pro rata of share of those 911 taxes. And because we are the biggest, and whenever we have an increase in call volume, increase in the number of residents in our county, those numbers go up. So we didn't get a chance to really weigh in on that. We were just the beneficiaries of that formula.

Doug Hill:

And that's because, as you said, increased call volume?

Clint Jensen:

Call volume plays into that. Number of customers also play into that, based on the address of the bill, wherever the bill is being sent. So if they live in Murray, their 71 cents gets attributed to Salt Lake County and then that gets prorated between us and Salt Lake City.

Doug Hill:

Thank you.

Korban Lee:

When we set this operating reserve goal of 6-10% of the budget for personnel, we thought at the time we would be doing great to get there in five years. To get there in one year or a year and a half is really phenomenal. Thank you, Clint.

Clint Jensen:

Well, thank you for the board for taking some bold steps to help us get there. It's been a great run to see the courage of adopting these budgets that have helped get us there.

Doug Hill:

So Korban, the question then, so if we were to continue to increase our revenue through the 911 tax, like we did this year, I guess we can wait and see what Clint does in his projections for next year's budget, but would it be worth having a discussion about increasing that percentage at some point, so that instead of it being 10%, we move it up? I don't know what most of the agency fund balance reserves are, but my suspect is that 10% might still be low.

Korban Lee:

Well, maybe that's a good transition into this Finance Committee and their activities. That 6-10% goal was set by the Finance Committee and approved by the trustees, what, year and a half ago?

Clint Jensen:

In 2022.

Korban Lee:

Yeah, in 2022. And they felt that VECC needed to have enough money in the reserves to keep operating for a few months, but that the revenues were fairly stable, and so felt like it didn't have the wild swings that some of our enterprise funds might have or something like that. So they felt that that was a good reserve, kind of a target goal to have as a window, 6-10% of the personnel budget.

Clint Jensen:

I can help with the logic behind that, too, where one of the chief problems we had going on in the very beginning, was I was asking members to pay assessments in June so I could make a July payroll. And so there was a discussion about, well, if we take and base it on that payroll amount, that payroll budget, and 6-10% is maybe one or two payrolls, that would get us through July and not require us to ask everybody to pay their assessments in June so we could make payroll. So that was kind of logic behind that number, knowing that anytime we're holding money in our account, it's not in yours.

Korban Lee:

So that's a good transition to the Finance Committee. This is something the Finance Committee could re-debate and discuss getting, if we're bumping up against that 10%, does that mean lower assessment percentages in the proposed budget for the next year? Do we want to have that reserve be a little bit higher than 10% of the personnel budget? That's a good discussion for the Finance Committee to have and then bring a proposal back to the full Trustees Board. Well, any other questions before we talk about the Finance Committee? Any other questions on the fund balance report or the financial report from Clint? All right, Clint, where does the Finance Committee and budget process stand?

Clint Jensen:

We've done some of our in-house budgeting, where we've gone to each department, we've asked for a budget recommendation. We put that into the budget worksheets. At the moment, we're not looking at a huge swing in budget like we've had in maybe our previous years where we were talking double-digit changes to the overall budget.

We are hoping, or we've scheduled a Finance Committee meeting on February 1st. So that'll be the first opportunity for us to roll out the budget to some of our board members that are on that committee. And I think this is where we would take up that discussion on whether the fund balance reserve should or should not be adjusted, maybe we adjust assessments, whatever that discussion might look like as we move forward.

As we look at call volume, and I haven't got all of the numbers on the police side on the number of uniformed officers, but on the call volume side, there was only one entity that really was kind of an outlier and had a pretty significant change in call volume, and that was Draper City, and they went up pretty significantly. Everybody else, their call volumes are pretty stable, and so we don't expect to see these assessments that we had a couple of years ago where we're talking 50% or 100% increases to an assessment. So again, the stability is there that we just have been trying to achieve.

Korban Lee:

Clint, can you remind all of us who's on the Finance Subcommittee?

Clint Jensen:

Tim is the vice chair, he leads that committee as the chair of the Finance Committee. Korban is a member of that committee, John Evans, Bruce Kartchner from Bluffdale, and Scott Harrington from Taylorsville. We've lost

a couple of members due to various retirements and changes, but that's the current makeup of the committee.

Korban Lee:

If any of the trustees would like to be on that committee, please reach out to Clint. I think there's room. We have room for another one or two members on that committee, is that fair to say?

Clint Jensen:

Yes, for sure.

EXECUTIVE DIRECTOR SEARCH PROCESS

Korban Lee:

Okay. Any questions on that? All right, let's go on to agenda item number eight. This is a report on our search process for a new executive director. Colin Benzinger is with us. I'm going to turn the time over to him and his associate, Scott Krim.

Colin Benzinger:

Well, I think it's fair to say we got off to a slow start, probably because of the holidays. I think we started advertising around the middle of December and closed it the first time on the 12th of January. At that time, we didn't have what we felt was a great field of candidates. We had a few strong people, but not a great field. So we extended the deadline for another two weeks. Now, that's not going to impact anything else on the schedule. We're just going to work a little harder to get our background checks done.

But I'm starting to get excited about it, about the candidates. Both Scott and I have looked at them, talked about them today, and tomorrow we're going to start calling some of those people. I don't know that anybody meets 100% of what we're looking for, but there's about 8 or 10 that we think are worth talking to to get a little more information on there. Their resumes are, they're a piece of paper and they tell you so much, but we need to get a little deeper and really seeing if they're going to be a fit with VECC.

Now, we do have a number of people from Utah. I think 4 of the 10 that we're looking at are actually currently Utah residents, so that's encouraging. Scott, if you want to talk a little bit about what you've done to try and find people, that would be helpful, I think to everybody.

Scott Krim:

For sure. I certainly don't want to put anyone to sleep with all the information that I have to talk about. We have made a lot of effort in reaching out, not only locally, but nationally. We've sent quite a few emails out. We've sent them to some of the more major agencies and organizations like NENA and APCO, the NPSTC, the IACP, and of course FirstNet.

I personally have spoken to quite a few people. Locally, I've spoken to either the law enforcement or the communication managers in Davis and Weber counties. I've also spoken with the communications manager down in St. George. And Colin and I also spoke with Tina Matthew, who's over the Utah Communications Authority. We just wanted to make sure that everyone locally knows about this position and has the opportunity to apply.

Now, in addition to my personal phone calls, I would say that as I have emailed quite a few people, some people have emailed back nationally and have said, "Oh, we've heard about that position." So I think that's a good sign, we're getting the word out. So, I have spoken personally with the executive director at the Combined Regional Communications Authority in Colorado. I've also spoken with the public safety advisor for FirstNet over our region, which is Tracy Murdoch.

One of the more advantageous people I've talked to was a fellow named Gary Bell, who works for NENA. He's also presenting at their conference this week, they have a Standards and Best Practices Conference in Clearwater, Florida. Now, that's very advantageous to us because Gary promised to share this position and to spread the word. There's going to be about 350 public safety advisors there, so that's just fantastic. I've spoke with the 911 director in Indiana, I've spoken with FEMA, and I've also spoken with Chief Wade Carpenter, who lives in Park City and is the president of the IACP.

We are reaching out to all of these different organizations, really as a form of networking. We want to just make sure that we're spreading the word and that any individuals who are interested in this position or qualified for this position, have the opportunity to apply, which is really one of the main reasons that we extended the date to January 26th for the final application date.

Colin Benzinger:

Thank you, Scott. So, we're starting to get some, I guess the way I would characterize it, is it's starting to bubble up and get traction, really, in the industry, or maybe it's already done that. And we're starting to see applicants that are a lot closer to being well-qualified, if not well-qualified. Again, that'll depend on talking to them and just seeing what their backgrounds are and what the fit is, but we're starting to see a much better pool of candidates.

And I think when we started this recruitment, I think we told Korban and probably some of you, that it was very likely that we would have to extend the deadline. It's just kind of the way things are in the industry right now. The second time around, I think people feel that, "Well, maybe the internal candidate's not a shoe in," or something. Or maybe they think, "Well, maybe I've got a better chance. Maybe this does interest me." I don't know exactly what causes it, but we did anticipate probably having to extend the deadline and we have done so. The better candidates tend to wait till the last minute to apply, so it was kind of nice to see some better candidates at the end of last week. So, I think we're in good shape at this point.

Korban Lee:

Colin, Scott, can you talk about the timeline from here? What are the next steps? And I seem to recall the interview schedule mid to late February, if I remember, and then final wrapping up start of March. Will you speak to that? I can't remember the details.

Colin Benzinger:

Yeah, we are supposed to forward candidate materials to you on February 12th. Now, those will be the candidate's cover letter, their resume, and introduction form. We call it a candidate introduction. It's a series of, I don't know, 15, 16 questions that we ask them. It gives you a little consistency across the candidates when you're reviewing their materials, and it gives you a chance to look at their writing, their communication skills.

So we've got the cover letter, the resume, the candidate introduction. Then we do some significant background checks in terms of criminal records at the county, state and federal levels, civil records at the county and federal level, so on and so forth, credit, bankruptcy, those sorts of things.

And then we do references, usually give you at least eight references on each candidate, and then we search the internet and social media to see if there's anything out there that you need to know about. A package on a candidate like this is probably going to be between, 50 and 75 pages on average, I would guess. I don't think there'll be too much more than that. City managers, as you know, are much more likely to be in the press, and so our packages for them tend to be bigger, but I think we're looking probably mostly in the 50 to 75 page range.

We'll send those over on the 12th, and then on the 21st, we have you tentatively scheduled to select candidates to finalist to interview. And then the interviews are scheduled for February 29th and March 1st. Tour of VECC and kind of the lay of the land for the finalists on the 29th, and then one-on-one and full trustee board interviews on March 1st. And then you get to make a selection.

Korban Lee:

Thank you, Colin. Sounds great. We will have a lot of homework to do between February 12th and our 21st board meeting, but very good to get that going and get that process moving forward. Does anyone have any questions for Colin or Scott?

NO CLOSED SESSION/MOTION TO ADJOURN

Korban Lee:

We will be in person, as you note at the bottom of the agenda today, we will be in person for our board meeting on February 21st. So just make sure that that is on your radar and you're planning on that.

Okay. Seeing no questions for Colin or Scott. I don't see any need for a closed meeting today. Clint or Scott Young, am I forgetting anything? I don't think we had a closed meeting need today.

Scott Young:

No, that's correct.

Korban Lee:

Okay. So again, next meeting's February 21st, in person at VECC. Before we adjourn, does anyone else have anything they want to say? Colin, Scott, thank you for your work on the recruitment. Keep going. We're anxious to see the packets on the 12th and discuss the applicant's at our 21st trustees meeting. Anyone willing to make a motion to adjourn?

Doug Hill:

Doug Hill, move to adjourn.

Korban Lee:

All right, Doug. Dustin, I'm going to take your hand as the second. All right. Motion to adjourn by Mr. Hill, second by Mr. Lewis. All in favor say aye.

All:

Aye.

Korban Lee:

Thanks, everybody. We'll see you on the 21st out at VECC. Thanks.

Motion –

. . . by Mr. Doug Hill, to adjourn the meeting, the motion was seconded by Mr. Dustin Lewis; the motion carried unanimously.

The meeting adjourned at 3:06 p.m.