

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

May 15, 2024 Meeting Minutes

MEMBERS PRESENT:

Mr. Korban Lee – West Jordan, Chair
Mr. Tim Tingey – Cottonwood Heights, Vice Chair
Mr. Ryan Carter – Riverton
Mr. David Dobbins – Draper
Mr. Doug Hill - Murray
Mr. Dustin Lewis – South Jordan
Mr. Josh Collins – South Salt Lake
Mr. Nathan Cherpeski – Herriman
Mr. Mark Reid – Bluffdale
Ms. Lisa Hartman – SLCo
Mr. Scott Harrington – Taylorsville
Mr. Riley Pilgrim – UFA
Ms. Rosie Rivera – UPD
Mr. John Evans – West Valley City

MEMBERS ABSENT:

Ms. Gina Chamness – Holladay
Mr. Mike Morey – Alta
Open – Midvale

OTHERS PRESENT:

Mr. Ivan Whitaker – VECC Executive Director
Mr. Clint Jensen – VECC Deputy Director
Ms. Elyse Haggerty – VECC Deputy Director
Mr. Scott Young – VECC Legal Counsel
Mr. Robbie Russo – CHPD
Mr. Jeff Carr - SJPd
Mr. Troy Carr – HPD
Mr. Clint Smith – DFD
Mr. Chris Dawson – SJFD
Mr. Joey Mittleman – MFD
Mr. Terry Addison – SSLFD
Mr. Derek Maxfield – WJFD
Mr. Matt Evans – BFD
Mr. Craig Burnett – MPD
Mr. Brady Cottam – TVPD
Ms. Crystal Makin – SSL
Mr. Kevin Hicks – Riverton
Ms. Danielle Croyle – SSL
Mr. Rich Ferguson – DPD
Ms. Colleen Jacobs – WVPD
Ms. Jodi Morris – VECC
Mr. Jonathan Bridges – VECC
Ms. Nicole Lopez – VECC
Ms. Ambir Widdison – VECC
Ms. Erin Downs – VECC
Ms. Leslie Devey – VECC

The meeting was called to order by Korban Lee at 2:01 p.m.

Korban Lee:

Welcome to the VECC board of trustees meeting, everybody. Thank you for taking time out of your week to be here and to support VECC and VECC's efforts to enhance public safety in our county, in our community. I want to acknowledge Chief Pilgrim. Thank you for filling in for UFA. We're glad you're here. Crystal, I don't know if everybody knows you. We're glad you're here representing South Salt Lake. I believe you're the finance director at South Salt Lake. Is that right?

Crystal Makin:

Yeah, that's correct.

Korban Lee:

Thank you for being here. Anyone else visiting? Okay. Welcome, everybody. Let's move on to agenda item number two. Does anyone have any items of note for the minutes from last month's meeting? If no one wants to make any changes to the minutes or propose any edits, does anyone want to make a motion to approve the minutes from last month?

Rosie Rivera:

Sheriff Rivera. I'll make the motion to approve the minutes from last month.

Doug Hill:

Doug Hill. I'll second.

Korban Lee:

Thank you, Sheriff. Doug, thank you. All in favor of approving the minutes from the April 24th board of trustees meeting please unmute and say aye.

Participants:

Aye.

Korban Lee:

Is anyone opposed? Great. Moving on.

Motion –

. . . by Sheriff Rivera, to approve the minutes from the April 24th Board Meeting, seconded by Mr. Doug Hill; the motion carried unanimously.

PUBLIC COMMENTS

Korban Lee:

Agenda item number three, the public comment portion of our meeting. Is there anybody online that would like to speak to the VECC Board of Trustees at this time? Ivan, is there anyone there in-person with you that would like to speak to the board of trustees?

Ivan Whitaker:

Nope. We're good.

Korban Lee:

Okay, let's close the public comment portion of the meeting and go on to the reports from the operations boards.

OPERATIONS BOARD REPORTS

Jeff Carr:

Just a couple of things from us. We've been meeting before VPA, and I don't know how Elyse feels about it, but I felt like maybe we were a little rushed at times. So I may be discussing maybe moving our meeting back to its own meeting so that we're not rushed before VPA. But we'll keep looking at that. We had some discussion about UCA and the radio programming. And the reports that I'm getting is it's not going great this week so far. Officers are waiting, sometimes they're in and out in 20 minutes, sometimes it's closer to two hours. Mine was closer to two hours when I was there. And we're also getting some sporadic information that maybe the connectivity isn't as great. I don't know. That's what I'm hearing from some of my folks, that perhaps the radio reception isn't as good, but I don't know if that's imagined or real at this point. I haven't noticed that.

But anyway, we were told by Jonathan that they were going to work with UCA to get us some additional spots because I don't believe that everybody in Salt Lake County can possibly get their radios touched in one week. So I don't know when that's going to happen. We haven't heard anything about new times, but this is a soft cut over, so if it doesn't get done this week, it's not the end of the world, but we will need more time for that.

Jonathan Bridges:

I apologize for jumping in. Brice and I met with part of the UCA team this morning while we were getting some of our radios taken care of, and that topic had come up and we were still waiting for a formalized response from them after the chief's meeting last week and had not received that. But as of this morning, they were telling us that they are trying to schedule a few more days because they are realizing that there was not adequate time, which we all had expressed concerns about. And so they are trying to do that. I don't have any other update other than that, that they are working on that. And then they are requesting a full two weeks minimum when we do the final cut over in November. So they are trying at this point to actually get scheduled to double the amount of time that they allotted for the soft cut over. So that's the update that I have as of this morning. So again, thank you for letting me jump in and add that to your report.

Jeff Carr:

I'd heard from some chiefs that they're expending some overtime getting people in and out of that process. I did talk to Mike Veenendaal on Monday. I was there about 4:00 on the first day, and his people seemed really burned out already. So I don't know how the rest of the week is going, but anyway, that'll get taken care of.

And then the only other thing that I was going to mention is that we've apparently been having some discussions at the user groups with how to close cases and talking with VECC about that. And I think I'm a big proponent of standardization when we can. Certainly want to help dispatch to be the most efficient and effective they can be. So as we move down that road, hopefully your agencies will all be in concurrence with us that we should be doing as much of that as we can to help VECC out. Given the operational challenges, understanding those and some of the individual concerns that agencies have, I don't think we'll get there 100%, but if we could get to the 80% level, I think that's a win. So we'll be continuing those talks, and Elyse is going to prepare some written documentation for us so that we can make sure we disseminate that information to every person in every agency in hopes of getting us all on board with some of that. And that's about all I had.

Korban Lee:

Thank you, Chief. Any questions for Chief Carr? Okay. Seeing no questions, let's go on to the fire operations board briefing from Chief Evans. Chief, let's turn the time to you.

Matt Evan:

Good afternoon. We actually canceled our meeting last week. Several of the chiefs had graduation for their new firefighters, so we actually canceled ours. But I see that in the users meeting, this AVL came up and it looks like it's on the thing and Elyse is going to cover it so I'm going to let her just talk about that and when that's going to go live. But I believe that we all as chiefs know when it's going to happen. We didn't have our meeting so I'm just going to pass it on to the next one.

Korban Lee:

All right. Thanks, Chief. Elyse, let's go to you about the AVL item 4.3.

Elyse Haggerty:

Okay. We met and have finalized some of our dates. UFA should be sending us their map loads. So the only thing really pushing us to wait is UPD, the way they disperse the calls, it's just different than everyone else because they're mixed into each part of the county. So we should be receiving those maps today, which then Lin and Matt will be implementing them for a go live of June 3rd.

Korban Lee:

Residents won't notice the difference, right? I mean, when we do this, we go live, it's just this change. It's almost entirely back of house dispatching. There's no need for any public communication on this thing regarding that June 3rd date, right?

Elyse Haggerty:

Correct.

Korban Lee:

Any questions for Elyse? Elyse, anything else you want to say on that?

Elyse Haggerty:

I think we're all ready to at least give it the try.

Korban Lee:

Okay. We'll be very anxious for some briefings after it's up and running for a while to report back and hear how it goes.

AWARDS & RECOGNITION

Korban Lee:

Let's go to agenda item number five. Ivan, we'll turn the time over to you.

Ivan Whitaker:

Very good. We had a couple of calls in April that we wanted to share with everyone that is indicative of the great work that we're seeing on a daily basis. There's a lot of calls that are taking place that hit my desk that I

love to share, but in the month of April, two really stood out that we wanted to talk about today. Ambir, why don't you start off with James Wait? And then we'll let Leslie talk about April.

Ambir Widdison:

On April 16th, approximately 14:33, we received a call of a mother who had just given birth to a premature baby at 25 weeks gestation. Shortly after addressing the call and pushing it through for medics to respond, James Wait, our call taker, who was 10 days out of his solo date, he had worked seven shifts and had taken this call where his CAD right after pushing the call through froze on him. He had no APCO, no CAD. He quickly asked for help and went into the standalone mode of APCO and began neonatal CPR, which is a very unique call that we don't see very often in our Center.

The mother was alone with another small child and giving neonatal CPR. James did an excellent job of providing those instructions to the mother. And as we heard the paramedics arrive on scene, the paramedic gave the instruction for the mother to continue, that she was doing a great job, which was our validation that CPR was being performed and was providing life-saving care for the baby. The paramedics quickly transported the child and the mother. They rendezvoused at Riverton Hospital. And we were anxiously waiting for stabilization of the child where we then received confirmation that the baby had been stabilized and airlifted to Primary Children's.

Ivan Whitaker:

So one of the things that I'd like to note about the call and listening to the call is there were a couple of times during the call where James could have lost control of the situation and the caller because there was episodes of hysteria and he actually calmed her and actually got her back into actually listening to what he was saying as far as the instructions, which is quite challenging to do over the phone lines. And so just an excellent job of navigating the call and providing the instructions. So great work. Then I'll turn it over to Leslie.

Leslie Devey:

So while these calls didn't happen in the month of April, we received our recognition in the month of April. The interesting thing is we have a partnership with Jordan Valley Hospitals. I can't remember the new name of their company. Anyway, we have an interesting relationship with them where they include us on their Amazing Saves that they not only give to the paramedic crew that responded, but they also include us as the dispatch, the first first responder and then also their hospital staff that ended up taking care of the patient. And this one was a really unique situation because we received a call on February 8th, about 7:33 in the morning, where the caller was reporting his wife was unconscious, foaming from the mouth and not breathing normally. We had the call ready to be dispatched on within 30 seconds, and the crews arrived on scene under five minutes. It's actually four minutes and 27 seconds.

The interesting thing about this was Toni, our call taker, was in her second week of training and had April Rodriguez with her as her trainer. And this was April's first time training a trainee. So it was very interesting that they were able to get this done and very quickly and in a timely manner. And crews got there rather rapidly. She was transported to the hospital and the save occurred there. On February 27th is when I was notified by Jordan Valley of this save. However, on March 8th, we had the caller calling back in again where he needed an ambulance at his house. He thought his wife was having another heart attack. An AED could be heard playing in the background, and our call taker picked up right where the AED was and coached and helped keep pace for CPR until after two shocks of the AED, the patient regained consciousness and began talking before the crews arrived. And we had this call ready to be dispatched on within 17 seconds, and the crews arrived within six minutes from the start of the time we received the call before addressing anything from the time the call dropped into our system. Interestingly, the husband decided to purchase an AED for home use because his wife was having cardiac issues that they couldn't diagnose. And so he had bought the AED, which truly in turn saved her the second time that she went into this cardiac event. At the Save the patient's mom, and I'll get emotional about it, the patient's mom talked about the best day is when you have a baby and how important that is in your life and your worst day is when you see your baby dying. And how she

was able to have her best day again when her baby was saved by the AED and the instructions and the help that she received from not only 9-1-1, but from the crews in the field. Sorry, I wrote the motion.

Ivan Whitaker:

Oh, that's okay. And so to bring some context to this picture, the young lady with the striped sweater, that's the patient and her family around her, and you'll see the physicians, nurses, the field providers are call takers all being acknowledged there. So it's just to be in front of the patient and the patient's family and to be able to look them in the face and shake their hand and talk to them, it's just an amazing thing. So powerful stuff.

Leslie Devey:

Every one of these that I go to and walk away from, it just leaves me with this sense of awe in the work that we do by actually putting the face and the people and the experiences that they have in what we do and puts it all in context.

Ivan Whitaker:

Absolutely. Thanks Leslie. Thanks Ambir. All right, any questions on this piece?

Tim Tingey:

I just want to just say amazing job on these two situations that it's really important I think, to hear the great training and then also the courage that they display in helping these individuals during these processes. We just are really appreciative of our staff and recognize what great work they do. And these are two extreme examples of the challenges that they face and how they handle them. So thank you.

Ivan Whitaker:

Absolutely.

Korban Lee:

Ambir, Leslie, thank you for sharing these stories with us. Congratulations to Toni and to James. I hope we get a chance to meet them. Those are pretty awesome calls. Thank you for sharing these stories with us as trustees because it helps make real the work that VECC is doing. We talk a lot about numbers and goals and performance measures. The stories of our dispatchers really helps us bring it to home, why we're here. Thank you. Okay, any other comments? Any other questions? Let's go on Elyse, let's start with you with the operations report.

OPERATIONS REPORT

Elyse Haggerty:

Ivan and I have been spending a lot of time together. I've been spending a lot of time pulling in running reports and sending a lot of data. So this month, the 90% in 15 seconds, we were off by the 1.51%. Answering 95% of 9-1-1 calls in 20 seconds, we were short almost 4%. Our transfer rate bumped up a little because there were several highway freeway accidents that we just had an excess of calls that we had to transfer to highway patrol. Answering the 95% of 9-1-1 calls, we had 19,784 calls last month. Our transfer rate is still below 1% if we were not transferring to UHP. And we've met with UHP, there's a lot of updates that Ivan is going to provide regarding both our numbers and the transfer rates.

Ivan Whitaker:

So these are normals as usual that we wanted to share, but we also have a second piece to this where we wanted to take a deeper dive to talk about what we're doing, how we're looking at the numbers, and also our plans as far as how we're going to improve.

Korban Lee:

Yeah, let's pause right here. So we're going to do a deeper dive on this. I'm sure there's some questions. Does anyone have any questions before Ivan starts to get into this a little bit further? Okay, Ivan, carry on. Keep going.

Ivan Whitaker:

One of the things I wanted to do is just revisit the call answer time standards. I know you all know this very well, but one of the things that I wanted to just talk about is NENA, NFPA and APCO have all agreed that these are the standards that should be in place based upon how quickly we should be answering the phone, which is 90% of the calls answered within 15 seconds and 95% within 20 seconds. We're going to go well above that. So 95% in 20 seconds is just a base. Health is about 97-98%. That's where you want to be in a dispatch center that's thriving and healthy. And so that's where we're going, even though that 95% is there, we're talking about much different numbers inside of the dispatch center. And so as we look at our numbers, some of the things that we're looking at and talking about on a daily basis as we quantify the numbers of the 911 call volume per hour. So we're looking at things per hour, the administrative calls per hour, talk time per call, which is essential. One of the things that we found out in looking at the numbers is our talk time is about 50 seconds longer than the majority of the nation as far as when you're looking at those that are complying with the standards. We're at about 211 seconds right now when the average talk time is usually around 160 seconds. And that's an impact on staffing as well. We are also talking about shrinkage to how breaks, feedback sessions, training, all of that is actually impacting our ability to be able to answer the phones and also FML and sick leave. So these are all the things that we have to look at. And I know, chair, you asked me before, was it FML, but I wanted to pause and look at all of these things first before we could actually provide some feedback on the things that we need to be working on.

And you'll see our internal goals 97% in 20 seconds, we want an abandoned call rate less than about 5%. Anything less than 5% is indicative of pocket dials. So you can't get to zero because they're going to be pocket dials and hang-ups based upon that. But 5% and low is where we want to be. And then an average talk time is about 160 seconds. When we talk about talk time is not go faster. So that's not what we're trying to do and speed up as far as make people anxious on the phone by talking faster, it is more pace having a good pace, and a lot of that is based upon protocols, making sure that we have consistency in the questions that are being asked across the board. Now going into this next slide, I want to make sure that everyone knows that we're not doing numbers and we're not quantifying off of our hip back in the day. I used to have to do this by equations that we made up, but we don't have to do that any longer. There's actually calculators that actually quantify things like staffing and health and our ability to be able to answer the phones. We're using what we call the Erlang formula calculator, which all of the variables that I talk about or spoke about, we can actually put inside of the calculator and it will tell us exactly how many call takers we would need for that particular hour to meet our standards. So for example, we have an example of midnight. If there's 42 calls per day at midnight, we know how many call takers that we would have to have based upon how much time we're spending on the phone based upon our standard and some other variables that we baked in there as well. So that's how we're looking at things and expressing things, communicating these items to our leadership to make sure everyone has a good understanding of what the variables are.

This is an ECATs report and this is where we're spending a lot of our time. And I'm not going to take a deep dive into this, but I kind of want to show you from a trends perspective at midnight looking down to about 11 o'clock at night, you'll see that there are vast differences in the call volume to where you get that natural curve or bend as far as distribution. And, so one of the things that we're looking at right off the bat is we're staffed on equal amounts of call takers on every single rotation. And we knew coming in as we looked at this that we have to make some changes and we have to make some changes fairly quickly considering we're going into our

busy season, which is July is probably the highest month in volume. One of the things that you don't want to see is looking at these four categories, you don't want to see numbers in those categories. And so 11 to 15 seconds represents about three rings in the dispatch center. When you get to about 16 to 20 seconds, that's about four to six rings. Anything above this right here, we want to shrink those numbers. And so you'll start to see at four and five o'clock stress on the system. That's why you're seeing so many numbers here, and we don't want that. We want all of this to be zero and that's what we're talking about. So as we get healthier here, then you'll see these numbers go up and that's what we're looking at. And you'll see that natural curve in the things that we're actually talking about. What can we do during these hours to actually provide more support? How do we get better here?

So I'll spend a little bit more time and kind of slow down because this is kind of the cuffs of what we've been looking at and some of the changes that we're going to make at the onset. I know I told some of you that I would actually spend about 90 days just asking a bunch of questions. I'm doing that, but there's some things that we need to tackle and we can tackle right away to get some short-term wins here. And this is one of them. So looking at the call hours from midnight to 11, you'll see the 9-1-1 calls for the entire month per hour. You'll see the average of that. You'll see the admin calls or the non-emergency calls per hour. And then you'll see the daily admin calls as far as the average, this is combined. So this is the number of staff that we would need per hour to meet the standard.

And so you'll see eight call takers at midnight, and then that goes down. That dip really goes down once you get to one o'clock, two o'clock, and then you'll see it goes up once we get to about nine o'clock. So that curve, that's what we want to address. This is the current staffing model or the allocation model that we have in place. And you'll see in green, those are the hours that we would actually be staffed enough to meet the standard at our base allocation. These are the hours that we would not be in our current allocation. And so 13 of the 24 hours, if everyone came to work, we could meet the standard. That's why in the previous slide you actually see the numbers to where they are because no matter what we would do, if they're answering the phones quicker, if they're putting people on hold, whatever it is they're doing, we just wouldn't have enough staff to actually meet the standard.

When you look at this, this is what we're planning on going to in July. If we shift and we put three full-timers in call taking, working from 10 A.M. to 10 P.M. and then we have two 12 P.M. to 12 A.M. that would give us 21 of the 24 hours covered to where that would start to trend towards meeting that standard. So again, it's a shift allocation that we're wanting to move, we're prepared to, we've already worked in the watch commander meetings to make this happen. We're ready for this shift to take place. This is the concern and one of the bigger pieces that we have to deal with is sick leave and FML. So you'll see that even in both of these situations, we're averaging about two people calling out per shift, that is before we get to vacations. So we have some plans in place to be able to help with that. This still puts us in a better situation this move because as you'll see, even if two individuals called out, it still puts us closer to the demand that we need on the floor versus what we're doing right now. And so this is really what we're talking about in the watch commander's meeting. Another reason that this is important, exceedingly important is this is being communicated with our folks on the floor as well, so they understand from an operational perspective, there's hours that we have to do something different. For example, if I was a watch commander, I might not give breaks during these hours because we know no matter what we do at this point, we can't cover the way we need to. So we have to be creative in our approach. So these are the things we're talking about as far as strategy in our meetings.

And this is what we're looking at. So one of the first things that we want to do is implement mid-shifts that will take place on July the seventh. We think we're going to get some great traction with that move alone. We have about four part-timers that are still in the allocation that we need to hire and four full-timers, but we want to push that to nine. Our numbers are showing, first off, from a monetary perspective, it's not going to hurt us to have as many part-timers as we can have because those part-timers can only work the shifts that are available. So we're not increasing the allocation from a monetary perspective. We have to be able to cover the sick leave and the FML and vacations and all of that. So those shifts are available.

One of the things we are talking about is reducing the call processing time. So if we can get that down by 50 seconds, that alone will provide us some relief from a staffing perspective and our ability to be able to pick up other calls. We've also streamlined the attendance policy as well. So the policy that's in place right now is very

difficult for uniformity across all of the rotations. So it's subject to interpretation. And what we want to make sure is that everyone understands that it could be deployed from a watch commander perspective and we get some traction as far as attendance. We had one person that has called out about eight times since January. Sorry to mention that, but that's some of the realities that we're dealing with that we're going to have to clean up to get a bit healthier here.

We're also talking about administrative call takers. So one of the things that I think this was implemented in the past, but the way it was implemented, they were in another section, in another room, weren't a part of the floor, weren't a part of the culture. And so we're revisiting that to see if we can get some relief from an administrator call perspective, not increasing the allocation, but having folks that are just dedicated to that particular arena to be able to take some stress off of the system.

Leadership awareness and some of the things the previous slides that I talked about was strategy. So we come in, we're down a couple of people, how does our strategy change? And so the way you do that is you first have to know what the minimum and the optimal staffing levels need to be. So if I come in as a watch commander and I know that we're at the minimum staffing levels, how do things change for me? Things like breaks, we've got to give breaks, but when do we give breaks? And maybe I hold off on one-on-one sessions and training on this particular day or these particular hours because of what I'm seeing. So we're spending a lot of time talking about those things.

And the last thing, which is probably the most important of all of it is our rewards and recognition program. We're really going to ramp that up. One of the things you saw in those calls, the awards, the individuals that we just recognized, those individuals after those calls took the next call. They didn't have an opportunity like us in the field to where we could take a break, we can go back to the station, we can kind of relieve ourselves a bit. They're taking call after call, and so we want to make sure that they know that we appreciate what they're doing, we appreciate them being patient with us and some of the changes that we're about to make the enhancements. And so that's going to be very important as we move this forward.

These are only a few items of the many things that we're looking at that we're talking about. We're having a lot of fun really focusing on strategy, but we had to have some base goals and you saw those goals in the beginning of the presentation as far as call processing. So any questions from there?

Tim Tingey:

So on the reward and recognizing exemplary performance, can you provide a little bit more detail? What would that mean? Obviously what we just did recognizing and even more probably in recognition, but what do you mean related to the reward side of things and probably a little bit more on that.

Ivan Whitaker:

Yeah, so there are some things that they could really do to support the calls, things like attendance. So those people that, we have some individuals that haven't called out in a few years, and so we want to make sure that they understand that that is, although that's something that we all strive to do have great attendance in the dispatch center, it's just exceedingly important that folks show up to work. So that's one of the things. Another thing would be exemplary performance as far as call taking and dispatching, so in our QA accuracy and what we're doing, pace and what we're doing and adhering to the standards that are put in place, the protocols that are put in place, and so a combination of those things are what we're looking at. We're looking at what we call a rock star program to where there's parking spaces where they park when they come to work or awards or and other things that they're actually recognized for going beyond the call.

Tim Tingey:

Okay, thanks.

Ivan Whitaker:

Those are just a couple of the items we're looking at.

Korban Lee:

Ivan, can you explain a little bit better about the part-timers and how you plan on using them? It sounded like you were going to use part-timers to fill shifts when there were people called out to try to reduce your overtime usage. Am I understanding that right?

Ivan Whitaker:

That's correct. And, so one of the things that we're looking at, and we don't have it all baked yet, but the part-timers, we have a group of part-timers about 12 that are specifically used for dispatch. It can also be used for call taking, but we have four in the allocation that we need to hire that we would basically say these are the available shifts, focusing on mid-shift, knowing that we have to give vacations and things of that nature. So that's the troubling piece, is we have to be able to administer the vacations that are actually being accrued so we know what's coming. It's not something that we're just looking at sick leave and saying, okay, if someone calls out, we know what we need to schedule from a part-time perspective to make it work even from a vacation perspective.

Korban Lee:

Thank you, Ivan. Any other questions?

Ivan Whitaker:

And one of the things that I can say about the part-timers is we're trying to do everything we can. I don't like asking for positions, and so I want to do everything that we can. Otherwise, you would have to push well above the base allocation to meet vacations and sick leave. And I don't want to come to the board asking for that, especially right now. I think that there's some creative things that we can do to get there, and that's where the part-timers will come in place.

Korban Lee:

You talked about pacing to reduce that call processing time. That feels like a challenging issue but something you definitely need to address. Can you talk about that a little more?

Ivan Whitaker:

There's two elements that will increase the call processing time. One of them is not having a structured protocol. And when I say protocol, I'm not talking about a platform or a particular software, but if there's a call in progress and I'm asking 40 questions and someone else is asking 20 questions for the same situation, although those situations are dynamic, there's some base things that should be consistent that we would need to know on those calls. So what we're seeing is some variance from call to call, fire calls, police calls on even things that we can get off the phone fairly quickly, what's being asked across the board. So that's one portion of it.

And another portion is just pace where you can actually have a caller control the call and you not control the call and get to the marks that you want to get in the call. So if you're standing by and there's huge gaps of silence and things of that nature as you're communicating versus really steering the call. So those are things that we're going to be coaching on and making sure the reality is something that we can cure, we can fix.

Korban Lee:

Does anyone else have any questions?

Tim Tingey:

I think it's important that we look at these different options. I'm kind of excited to see once you implement these, what that does as far as the numbers and the figures. And so I appreciate Ivan putting this together and

evaluating it as well as the other staff. And I'm hopeful that this'll produce some results that will be good. So thanks for that deep dive onto this Ivan and staff.

Ivan Whitaker:

Thank you.

Nathan Cherpeski:

Korban, I agree. I'm actually driving, so I've just heard it. I would love too if those slides could be emailed. Ivan, thank you for looking at that. I think that's exciting.

Ivan Whitaker:

Thank you.

Korban Lee:

Thank you, Nathan. We love the analysis that you're doing to dive into why we seem to be slipping a little bit after having a good run last year on meeting those standards. The last three months have been dropping a little bit. Elyse, thank you for your work with Ivan on this, the two of you. Thank you for really trying to address things at VECC to help meet these call answering time standards. So we won't really know, we won't see in our next month's report, but maybe we'll start to see some of the fruits of this by the July trustees meeting. Really, the August trustees meeting is when we should see a full month's worth of impact from this. Is that right?

Ivan Whitaker:

That's right. There's some exciting things happening. I'm just hesitant to say much, but you're right. Yeah, Korban, August, we should be in a much better place.

Korban Lee:

Okay. Any other questions for Ivan or Elyse about operations? All right, Ivan, let's go to the executive director report.

EXECUTIVE DIRECTOR REPORT

Ivan Whitaker:

So one of the things that we'll start with, which I'm saddened by over the last five weeks, getting to know Deputy Director Jensen, seems like we've been working together for the last 10 years. And so coming up in July, Deputy Director Jensen is going to actually retire. I'm trying to figure out a way to keep him, but he's ready and so I just wanted to make sure that the board knew that that was happening and wanted to thank him for his outstanding work. We're going to do something more official than today, but just thank him for his outstanding work, especially during the transition. So, chair, did you want to jump in on that?

Korban Lee:

Yeah. I do want to jump in. Trustees, we've known since about November, December that this was going to come, that Clint was ready to retire here in 2024. The date still sneaks up on us. To be frank, I'm a little nervous about this. Ivan is very new in his role. Clint has been our finance guy overseeing the budget, overseeing the audit, and so many of the administrative processes. Tim and I both have been talking to Ivan and Clint about trying to keep our claws into Clint longer, so he doesn't leave VECC quite so quickly. We're actually going to come back to you with a proposal to try to keep Clint working with VECC helping us through our audit because we'll have to replace Clint obviously, but he has all the institutional knowledge for the audit, for the finance, and we need to tap into some of that over the next year or so while we make this transition.

His retirement pending in July is coming up quick and just so it doesn't leave us high and dry, we want to be able to tap into Clint's expertise over the next year or two or three to just smooth out the process of completing our audit, building next year's budget, and carrying forward the good work that Clint has done into future years. So that'll be a point to discuss in more detail at an upcoming meeting, but just wanted to let you know some of the conversations that we've been having with Ivan about that issue and trying to bend Clint's arm to see if he would be acceptable and amenable to still working back with VECC or consulting with VECC during a period of transition.

Clint, we're going to miss you. Don't really like this, but I'm happy for you and for your retirement, but you've been an incredible asset for VECC and we are definitely going to miss you. Any questions on Clint's retirement?

Clint Jensen:

There's a reason I've been saving all of these golf balls. I've got to go lose them all now, so thank you all. I appreciate the nice words and looking forward to continuing a relationship.

Tim Tingey:

So, Korban, just to clarify, was that 2024 or 2025. I wasn't quite sure what we were talking about.

Korban Lee:

Yeah, you're one to talk, Tim. You're leaving us high and dry too. I was going to save that for the end of the meeting, but you opened the door here. Why don't you chime in about that also?

Tim Tingey:

Yeah. I will be ending my work as city manager of Cottonwood Heights on June 21st. I have an opportunity to be a full-time faculty member up at the University of Utah and also work with a group called Neighbor Works Salt Lake. So I'll be doing that. I'm helping the council in the transition process right now, but I will be here for another month, a little bit more than a month.

Korban Lee:

Okay. Thank you, Tim. We will miss you as well. All right. Ivan, go on. We've got to talk about something more positive.

Ivan Whitaker:

Yeah. So on that note, the next one is about meeting with the board of trustees and operations board, but I'm nervous because I don't want anybody else to leave. Starting to think it's about me now. No, but I know that I need to get out and meet with the board of trustees and operations board members. You're going to start to see some invites come your way. It's very important that I get out to you, come to your place and really just talk about how can I serve you? What does success look like for you? And I really want to know and do well for you, represent you well, and so that's the core of meeting with you and the conversations that I'm seeking to have with you. So that's coming.

The next item is the CAD to CAD, and I want to take a moment and talk about all the things that have been going on. I know during the last meeting there was probably some shockers, but I think we're in a much better position now with all of the things that we've done over the last few weeks. I met with the Spatafores, I met with Captain Trotta. I contacted Central Square, met with a couple of vendors that if we needed to pivot that could do the job. In all of the meetings and the conversations that I've had, I'm confident that we have the right team in place to be able to get there. We set a go live for June 1st to where out of all these elements from Highway Patrol that we need as far as getting information to them, the remaining item that we're trying to get working right now is the comments, being able to pass comments over to Highway patrol. Motorola is actively working on that. Captain Trotta thinks that and is confident that we can get it done. He thinks that we can get it done before June the 1st. And so the goal here is if we get it live by June the 1st, we can have 30 days of data that we can report out to the State. Just maybe we can sidestep that audit, not making any promises,

but that's what we're shooting for here. So I'm getting some thumbs ups that we weren't getting before. I wasn't feeling warm and fuzzy before, but I'm feeling a lot more confident at this point.

Korban Lee:

Getting it up by June 1st, this thing has been at the tip of launching for six months now. June 1st is sneaking up on us awfully fast. When will you be confident that it's up and running June 1st? Will you know by next week? Will you know by two weeks?

Ivan Whitaker:

We should know by next week. There's some testing that's actually going on right now. There's some MVP kind of minimum requirements to get us live that I have a full understanding of right now and that's why I'm more confident after talking to Captain Trotta of the base things that we need. So to answer your question, by the end of this week, the beginning of next week, I should be confident in knowing where we stand and can report to the board. So there's two things I'm going to report to the board. Plan one is the financials of this project. I'm very clear on the financials and I'll turn that over to you along with the status by the beginning of next week.

Korban Lee:

Can you give us a preview of you said the financials of this project that caught us off guard a little bit, at least I wasn't in my head, wasn't thinking of costs associated with this CAD to CAD aggregator with UHP. Can you give us a preview of that at all?

Ivan Whitaker:

Yes. And so VECC's responsibility, we're under an annual contract. That's a maintenance contract that's not just for this project, but for all CAD interfacing across the state of whatever we would want to do. The cost of that is about \$27,000 a year. The additional expense as a part of this project was a one time is around \$50,000 expense for this particular, the actual software itself, the actual interfacing itself, but the annual maintenance and upkeep of that is the \$27,000. The good point is we paid about half of the \$50,000, so we paid a little bit more than that, and so what we would owe would be the maintenance doesn't start until we go live, which would be \$25,000, and then the remaining dollars from the project itself. So we're owing around \$50,000.

Korban Lee:

\$50,000, 25 of that being ongoing, 25 of that being just this one time with implementation.

Ivan Whitaker:

Exactly.

Korban Lee:

We just adopted a new budget. Is that in our budget?

Ivan Whitaker:

Nope.

Clint Jensen:

It is not in the budget. We're hoping that we can absorb that through some underspend or maybe additional tax collection. We're going to have to watch that, but this was not anticipated.

Korban Lee:

Any other questions about the CAD-to-CAD aggregator with UHP? Ivan, will you send out an email update to all the trustees next week on this issue and elevate our confidence if yours is elevated?

Ivan Whitaker:

Absolutely.

Korban Lee:

Okay, thank you. All right. Keep going.

Ivan Whitaker:

All right. The radio project, I think we talked about that already. Was there anything else that we needed to mention about the project?

One of the things I wanted to mention, internally we formed a committee called the Operations Operandi meeting. The purpose of that meeting is to look at all of the projects that would impact the operations board and everything else that we have going on and to really prioritize our resources to look at what needs to go first, what needs to go maybe next year, and really look at and plan out the resources that we have on these projects.

One of the things I'm always concerned about is scope creep and also being able to deliver in a timely fashion into where our board of trustees and ops board, we can articulate project timelines in a good fashion and execute and meet those timelines. And so that's what that meeting is about. Just letting you know that that's taking place. And then we'll start to update everyone on the status of the various projects. One of the things I believe in is the board of trustees should have a look in, an electronic dashboard into what's happening with various projects. Instead of wondering, you should have real time updates and access to see what's going on, and that's a part of that meeting as well.

Korban Lee:

Any questions? Very good.

Ivan Whitaker:

The towing contract. We met with a vendor. It is expensive. And so one of the things we're doing internally about the towing contract is meeting in the Operations Operandi. We would want to see first when we would be able to do a project like that before we reached out to the board for any approvals on this project. And so the first step was to go through the vendor process to look at what we have. Second step is when can we actually do it before we reach out for any approvals on that.

Korban Lee:

Okay. We're looking forward to hearing more about it as you study that further. Keep going.

Ivan Whitaker:

One-on-one sessions, that's the bulk of my time right now is meeting with our staff. Those sessions are going very well. They're very upbeat, they're positive. The top three things that are coming out of those sessions are communication, making sure that we really communicate across the board on what's coming up. Employees want to be in the know, and so we have various things that we'll be implementing here coming up to make sure that we over communicate with our employees if that's a thing, to make sure that everyone is in the know.

Part two of that is training, so individuals being able to promote, cross train, rotational training, all of that. People really want to be in the loop as far as being able to do new and different things in the dispatch center.

And the third thing is the mid-shift that we talked about today is being able to have some relief during those hours, those peak hours. And so again, we're addressing all of those. Any questions on that front?

The next thing is an employee engagement survey. We're actually sending that out pretty soon here. The purpose behind that is when we talk about culture and morale, there has to be a baseline of knowing where you are. So I just don't like to talk about improving morale. I like to get a benchmark and see where we are, and then we can coach up our administration, our leaders, based upon what we're seeing. So we want to compare what we're seeing in the employee engagement survey now until three months out, a year from now to see if we're improving and we're doing the right things to get better from a morale perspective.

One of the things that I'll be doing on a monthly basis, a couple of times a month, and any of you are invited, so if you want to join in and see what we're talking about, just let me know and I'll send a link. But it's called the VECC momentum sessions. And so twice a month I'll be meeting with our teams. Anyone can join in for VECC, any of the employees, they'll be recorded and so they'll have access to the recordings, but it's just updating them on what's up and coming. Any of these changes that we've talked about today, I want them to be in the know and have a good understanding of what's coming out. The reward stuff that we talked about. It's just a good time for us to get together and put the message out and then get those recorded sessions out. We'll be talking about things like purpose, some of the things that you saw today as far as the awards. We'll be recognizing folks amongst their peers, and so it's just a way of good communication.

Lisa Hartman:

That sounds great Ivan.

Ivan Whitaker:

Thank you. All right. That's it.

Korban Lee:

Ivan, those momentum sessions you mentioned they'll be remote. Will they also be in person or just remote?

Ivan Whitaker:

It's just remote.

Korban Lee:

Are you sure you want to invite trustees to attend those?

Ivan Whitaker:

Have at it. There's no secrets here.

Korban Lee:

All right. Any questions for Ivan? Thank you, Ivan. We're excited for these new initiatives. Very excited to have you on board and have been very pleased with your work at VECC so far. Thank you.

Ivan Whitaker:

Thank you, chair.

Korban Lee:

All right. Clint, let's go to the financial report items.

FINANCE REPORT

Clint Jensen:

So just a quick report on where we are budget to actual. The Center continues to be in a great stable situation when it comes to our finances. We've continued to do well on the revenue side. As you can see, all of the assessments have been collected. We continue to collect franchise taxes. They're coming in about 700-725,000 a month. Those lag two months behind, so as we get towards the end of the year that'll start to catch up as we accrue those into this year.

On the expense side, there's really nothing new that we haven't reported on in the past. Most of those expenses are where we expect them. We see a few of them drifting higher. Overtime continues to plague us. And I think with some of the discussions we've had earlier with Ivan and the part-timers and other options that we're looking at, we hope to curb that. I think our telephone expense is running above 100%. This is mostly due to our language line. That's getting utilized a lot heavier than it has in the past. We've hopefully remedied that going forward in the new budget, but this one has really snuck up on us, so that's why you'll see that a little bit higher than you might expect. But overall, things are really in good shape. We're 83% of the year in, personnel costs are at 80%, total expenses are at 73%. So financially, just really in a good spot.

If you look at the next page, shows the cash situation. So if you look at the bottom line there on those two accounts you can see at the end of April, our cash position of 4.3 million is probably better than we've ever been. So that's really attributable to good budgeting, trustees taking bold steps to get us in a good financial situation. And the next two pages are the check register. Hopefully you don't see a big expense like you did last month for cellphone reimbursements or whatever that was, but I would be happy to answer any questions on the financial report.

Korban Lee:

Any questions from anyone? Clint, the leases and bonds line item ran hot. It's not by much, but that's something I would've guessed would've been really predictable. What surprised you?

Clint Jensen:

We renegotiated that after the budget was approved, so that's why that came in \$8-9,000 more. So going forward, we got that corrected in the budget. As we renegotiated that, we also included other things in that lease that we hadn't before, so that's why it snuck it up a little bit.

Korban Lee:

That's the lease of equipment.

Clint Jensen:

Yeah. So that's our core networking switches and the back office stuff in our server room that really controls the heartbeat of the Center. We have a rotation to keep those things always functioning and new. I think we have a redundant system. Jonathan can speak to this way better than I can, but that redundancy requires us to have basically two of everything in place so that we don't have any problems.

Korban Lee:

Thank you, Clint. Any other questions? All right, Clint, let's go to the fraud risk assessment discussion.

Clint Jensen:

This is a state auditor requirement. Each year we go through this assessment. I've gone through it and assessed where we are as far as the risk of financial errors or irregularities or any of those types of things. Again, we continue to be very strong. Considering our size, we just don't have the staff, but we take mitigating steps to

make sure that we are in compliance with all of the good accounting principles. Our audits are usually very strong, and usually the problem with audits are something that's unrelated to our financial statements.

So this assessment, we have 375. You can see our total score 375 out of 395. The only points we don't get is we do not have a formal internal audit function. Again, we just don't have the staff to do that, and there's probably no reason to have the staff to do that, but we are in a very good situation when it comes to finances. It's required that we report this to the board and then we'll sign off on it and send it to the state auditor. Any questions on that? I'd be happy to answer them. Hopefully, you've all seen this similar report as you go through.

Korban Lee:

I think all of us have to go through this similarly. Okay, keep going.

Clint Jensen:

I have a directory report there. Maybe talk a little bit about the UPD, the sheriff's office reorganization that on their side, it looks like it's getting close to being done. The townships and the cities, sounds like they're staying with the UPD model. Our executive team met with the sheriff's executives. We had a nice discussion with them. The sheriff's office is committed to stay with VECC to provide those dispatching services. They're very pleased with the service level they're getting. We're now at the point where Elyse and some of the sheriff office spoke, they'll be meeting to determine kind of operationally how this is handled. Sheriff's office is very unique. They have areas that are scattered, the canyons and then these little pockets here and there. So operationally, they're looking for options on how to best do that.

The UKG/Telestaff project, this is still ongoing. A lot of the things that we're doing, we're still working through some of the bugs. We are also doing integrations, which is a heavier lift than we've had with our other payroll modules so that we don't have to manually enter a bunch of stuff to our 401(k) providers or to URS or to our health insurance providers. So that's continuing on, that's the heavy lift that we're in right now. And so we hope that all of this will wrap up by the end of June. It's my goal to have it done before I leave town.

401a plan, I know that we've had discussions about this before where our team here, we're just less than happy with the services we're getting with Mission Square. We recently engaged GBS benefits to go out and bid this for us. We have received four bids back, including Mission Square. Mission Square was basically the highest one in their bidding, which is interesting, but Empower is certainly coming in as a strong contender. Apparently, a lot of other municipalities are switching away from Mission Square as well, so this isn't unique to many of you who may be doing the same thing. But we just are giving you a heads-up that this is continuing on. This money that's paid for the services really comes out of the plan. So it's not necessarily VECC money, but at the same time, I just wanted to let you know that we went through a process to make sure we're getting the best value for our employees.

The next item is the Tier II URS discussion. Yesterday we had a finance committee, and I'll certainly defer to those committee members that were part of that discussion. As we met yesterday, I'll give you a little rundown. We have out of our 145 full-time employees, 105 of those employees are on Tier II. So a big chunk of them, 75% or so of them, are on the Tier II plan. Of those on Tier II, 90% of them are in the hybrid plan. That's the people we're talking about. URS has come out with this requirement that the employee will be paying a portion of their retirement benefit, 0.7%. In some entities there's been discussion about making up that contribution through a one-time stipend or through pay increases or whatever it might be. The committee, as we met yesterday, we basically put four options on the table. Option one was basically do nothing. Employee pays and there will be no make-up contributions. Option two was maybe a one-time annual stipend of 0.7% to an employee's pay to help offset the cost. Option three would be to add this 0.7% to the hourly rate of an employee to help offset the costs. And option four is that the Center would not pick up or make up this contribution. The employee would make the contribution. But since in the budget we included this money as if we would make it up, we would leave that money as incentive that would allow Ivan and the executive team to work on some of these incentive programs. I know Ivan mentioned that earlier in his conversation about staffing, is there something we can do going forward to encourage attendance or encourage good behavior,

whatever that might be. And so I'll pause there. Tim, you're the chair of that committee. I'm sure you might have some comments on that.

Tim Tingey:

Yeah, I think you summarized it well. We did deliberate, talked a lot about the different possibilities, but ultimately that came down to option four where we would not contribute and the employees would have to cover that and then have the, it's roughly \$46,000 that's included in the budget, be the amount to assist with pay incentives or other things to enhance performance. And so that was our recommendation. It's a tough decision. It's kind of one of those that some employees will have to contribute more. A lot of them will. But there may be some options for some incentives on pay. There is also the recommendation that Ivan come back to the board on how he would implement those incentives with that funding as well. So that's what our recommendation was.

Clint Jensen:

So we can certainly answer questions on this. I know that other entities, the State of Utah for example, is providing pay enhancements to their employees. But I think the feeling after all was said and done, administratively, this becomes very difficult to provide a pay enhancement or to provide one-time stipends or whatever. What happens next year when this 0.7 becomes 0.2 or it goes back to a zero or increases? Maybe it's just best the employees on Tier II just need to know that they're on the hook for a portion of their benefit, and long term this is a good deal for the employee, even if they are paying a portion of it.

Korban Lee:

This came up for debate as we were adopting the budget in our last trustees meeting and we kind of pushed it to the finance committee. They've come back to us with this recommendation. Do we need to take a vote on this? Administratively, it's already in the budget. The trustees have approved the budget, the way you administer pay under the budget. We're not adding positions. We're not changing personnel. Is it already under Ivan's purview to carry this forward and just report back to the trustees as an FYI? Ivan? Scott Young? I'm kind of asking out loud.

Scott Young:

Yeah, I think it's under Ivan's purview where it's already included in the budget.

Clint Jensen:

I would argue that as well, especially where we're not picking up and making up this amount. So we're not asking to distribute this money in such a way that hasn't been already approved. So I would say that's fine, and if Ivan's returning and reporting on how this underspend would be used, then I think that's where the board would have an opportunity to take a shot at it.

Korban Lee:

So we're not taking a vote, but I do kind of want to solicit comments from the further trustees because this was an item where us as member agencies were kind of all over the map on this issue. Does anyone have any comments, any concerns with what's proposed, this alternative of using it as incentive rather than just straight into the employee's paychecks as some kind of make up pay?

Nathan Cherpeski:

I know I spoke up last time about making sure it came back. I'm comfortable with what they proposed and agree with them. I just wanted to hear it back, so I'd be supportive of their option for.

Korban Lee:

Thanks, Nathan. Anyone else?

Dustin Lewis:

I'm supportive of it as well.

Korban Lee:

Okay, good. Thank you, Dustin.

Doug Hill:

As long as it's not used for the 0.7%, which I believe that was made clear, I'm fine.

Korban Lee:

Okay. I sat in on that finance subcommittee and I give credit to Scott Harrington for proposing this new alternative and it became the unanimous alternative. So Scott, thank you to you and credit to you for proposing a way forward that we all kind of agreed with. Okay. Clint, back to you.

Clint Jensen:

The last thing is the open and public meeting training. As noted in our audit last year, this was a finding that you all had not received this public training, this open and public meeting training, at least that had been documented here at VECC. And so one of the ways to overcome that is to have it done here at a board meeting. I think we reached out to Scott Young to help us with that. He would then lead that training.

OPEN & PUBLIC MEETING TRAINING

Scott Young:

Happy to do this. I thought I would do is just go through some highlights of things that I think everyone on this board needs to be aware of. I'm hoping that this won't be super long and happy to take any questions as we go along. I don't have a PowerPoint or anything prepared. I just have some notes that I'm looking off of as I go through.

First of all, and this is all going to be from Utah code 52-4-101, but 52-4-104 requires this training that we have. It requires that we do it annually.

Section 102 is basically a reminder that public bodies exist to help people conduct their business, and our actions should be done open and deliberately. So the general rule is that every meeting is open to the public unless it's closed under sections 204, 205, and 206. The definition of meeting, and I think this is important, is a convening of a public body like ours for the purpose of discussing what it is we're supposed to do with a quorum present. And a quorum is a majority of our body, so a majority of our board members. This doesn't include social meetings, chance meetings, things like that.

We are required to give notice. This is under section 202. Typically we have to give at least 24 hours notice, and that includes publishing an agenda. Section 203 governs minutes and recordings of meetings. Minutes need to be taken. Meetings need to be recorded. That's the takeaway. There are more details under section 203, but we need to have these meetings recorded with minutes. One thing to note, this is under 203-4, recordings of open meetings are to be published within three days of the conclusion of the meeting.

This is an important one. We do this all the time. When can you close a meeting? Under 204, a quorum has to be present. Two thirds of the members need to vote to close a meeting and they have to specify the reasons for closing the meeting. So as you've seen us do, we're following this procedure where when we close a meeting we do a roll call vote. We say the reasons why and each individual that's part of the quorum has to say which way they vote. So the reasons for closing a meeting, just to remind everyone, and this comes from 205, discussion of the character, professional competence, or physical or mental health of an individual, strategy

sessions for pending or reasonably imminent litigation, collective bargaining, purchase of real estate, sale of real estate, deployment of security personnel, and investigative proceedings regarding allegations of criminal conduct. And typically we haven't utilized all of these. The one that seems to come up the most is pending or reasonably imminent litigation, but that is a basis for closing a meeting. A recording of the closed meeting is required. Detailed written minutes may be kept of the closed meeting.

One of the things that I wanted to highlight is under section 207, electronic meetings. Under commerce rule, I just want to make sure I get this right 151-1-2, a public body may not hold an electronic meeting unless it has adopted a resolution rule or ordinance governing the use of the meetings. So we need to have that in our policies. They are permitted. A quorum is not required to be present at an anchor location. So the way we're doing it here, where everyone's joined via Zoom and there's a few people at the anchor location is permitted, but we still have to give public notice, published public notice and those things to make sure that the public is aware that the meeting is occurring, that they have the agenda and so forth.

This is one that's coming up a lot, disruptive behavior at a public meeting. A public body may remove any person who willfully disrupts a meeting to the extent that the conduct seriously compromises the meeting. This removal does not constitute closing the meeting. So to the extent there was a protester or something like that that was preventing us from carrying out our business, we could kick them off Zoom or remove them from the meeting. That is allowed. That's coming up more and more, as I'm sure you have seen at your city council meetings. So just to be aware of that.

There is, this is under 63A-12-105, there's a criminal penalty for improper maintenance of records. Now, this requires intentional destruction or otherwise, but we should be aware of this. It's really important that we keep good records and that we keep on top of ourselves for keeping good records. The Attorney General and county attorneys are responsible for enforcing the Open Meetings Act, but someone who believes they've been denied a right under the Act can bring a lawsuit to force compliance.

So that is a summary of what I had to highlight in terms of a high level. Happy to try to answer any questions or, if need be, take questions under advisement and give an answer down the road.

Korban Lee:

Scott, thank you for this. Does anyone have any questions? Ivan, Clint, as Scott was doing the training, one of the things that crossed my mind was I don't remember if we made a resolution or a rule about governing the use of electronic meetings. I remember our city councils doing that. I don't know if we did that as a VECC board. We have been having electronic meetings. Clint, Ivan, will you double check on that and see if that's needed?

Clint Jensen:

Yeah, I'll check on that. I know on our notice, and this goes back to the Scott Ruf days of just noting the code section of the law under governor's order number, whatever. I don't know that we've officially adopted something. I'll look into that.

Korban Lee:

Okay. Anyone else have any questions? Okay, Scott, thank you. Thanks for making sure we got our open and public meetings training in for the year.

Scott Young:

Yep, happy to do it.

Korban Lee:

All right, Clint, back to you. Anything else about UPD reorganization or UKG and Telestaff that you want to cover that we didn't cover already?

Clint Jensen:

Nope, we're good. I think we got it covered.

NO CLOSED SESSION/MOTION TO ADJOURN

Korban Lee:

Okay. The next item on the agenda is a closed session. We do not, to my knowledge, have anything that requires a closed session today. With that, I'll skip agenda item number nine and number 11. I want to talk about agenda item number 10. As noted earlier in the meeting, Tim won't be with us on the board of trustees anymore after the June meeting. Tim, am I getting this right, the June trustees meeting will be your last trustees meeting? That's just a day or two before your last day at Cottonwood Heights.

Tim Tingey:

Correct.

Korban Lee:

So we do need a new vice chair. I'll make you a sweet offer. Typically, a vice chair role is a full year, and then the role of chair for a full year. If you join now, you will probably have to do less than a year as vice chair, because I've definitely worn out my welcome as the chair of the board of trustees. A couple of you have asked some questions, but no one has really come forward saying, "Yeah, I think I want to do it," or "I'd be happy to do it." I'll start making some arm twisting phone calls in the next couple weeks if no one else has interest. But please, if you do have a willingness, we all will take a turn eventually as the vice chair and chair of the board of trustees. If you have a willingness and if this timeline fits in well with your personal life and your work schedule, it'd be good to take your turn as the chair and as the vice chair here. I've certainly been doing it for quite a while, I'm ready for a change. So if you would please reach out to me. Hopefully we can get a vice chair by next trustees meeting, as I won't have the benefit of Tim's partnership and help after the next meeting.

With that, let's go to agenda item number 12. The agenda's incorrect. Our next board meeting, I believe, is June 19th at 2:00 PM. I think that's the third Wednesday. So June 19th at 2:00. And Clint, Ivan it says in-person or via Zoom. That's not our once a quarter in-person meeting, or is it?

Clint Jensen:

Traditionally we've had it on the last month of the quarter, so that would fall into that pattern if you want to maintain that pattern.

Korban Lee:

Yeah, let's maintain that pattern. Okay. So that is our in-person meeting. Zoom will be available as an option, but our June trustees meeting, that's the one we prioritize trying to get together in person once a quarter. So please plan on that. With that, I'll look for a motion to adjourn.

Tim Tingey:

I'll make that motion to adjourn, Tim Tingey.

Korban Lee:

Thank you, Tim.

Josh Collins:

Second, Josh Collins.

Korban Lee:

Okay. Motion to adjourn by Tim Tingey from Cottonwood Heights. Second by Josh Collins from South Salt Lake. All in favor say, "Aye."

Group:

Aye.

Korban Lee:

Any opposed? Okay. Meeting's adjourned. Thanks everyone. See you in person at the June meeting, June 19th.

Motion –

. . . by Mr. Tim Tingey, to adjourn the meeting, the motion was seconded by Mr. Josh Collins; the motion carried unanimously.

The meeting adjourned at 3:29 p.m.