

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

October 16, 2024 Meeting Minutes

MEMBERS PRESENT:

Mr. Korban Lee – West Jordan, Chair
Mr. Scott Harrington – Taylorsville, Vice Chair
Mr. Jared Gerber – Cottonwood Heights
Mr. Kevin Hicks – Riverton
Mr. Mike Barker – Draper
Mr. Doug Hill – Murray
Mr. Dustin Lewis – South Jordan
Mr. Nathan Cherpeski – Herriman
Mr. Mark Reid – Bluffdale
Ms. Lisa Hartman – SLCo
Mr. Dom Burchett – UFA
Ms. Rosie Rivera – UPD
Mr. John Evans – West Valley City

MEMBERS ABSENT:

Mr. Josh Collins – South Salt Lake
Ms. Gina Chamness – Holladay
Mr. Mike Morey – Alta
Open – Midvale

OTHERS PRESENT:

Mr. Ivan Whitaker – VECC Executive Director
Mr. Tyson Montoya – VECC Deputy Director
Ms. Elyse Haggerty – VECC Deputy Director
Mr. Scott Young – VECC Legal Counsel
Mr. Jeff Carr - SJPd
Mr. Derek Maxfield – WJFD
Mr. Brady Cottam – TVPD
Mr. Clint Smith – DFD
Mr. Matt Evans – BFD
Mr. Dustin Dern – UFA
Mr. Chris Dawson – SJFD
Mr. Troy Carr – HPD
Ms. Crystal Makin – SSL
Ms. Danielle Croyle – SSL
Ms. Jodi Morris – VECC
Mr. Jonathan Bridges – VECC
Ms. Nicole Lopez – VECC
Ms. Tammy Cornelison – VECC

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

Korban Lee:

Okay, it's two o'clock. We have present Jared Gerber from Cottonwood Heights, Dustin Lewis from South Jordan and myself, Korban Lee from West Jordan along with VECC staff. Online we have a number of trustees and members of the public safety community and leadership across the valley. We have a forum among trustees, so let's go ahead and get started. Welcome everybody and thanks for joining us for today's board of trustees meeting.

First, let's jump into the approval of the minutes, or consideration of any edits to the minutes from the September 8th board meeting. Did anybody have any changes they want to make or any changes they want to propose to the meeting minutes from last month? Okay, seeing no one proposing edits to the minutes. Someone want to make a motion to approve the minutes from the last meeting?

Doug Hill:

I'll move approval of the September 18th board meeting minutes.

Korban Lee:

Thank you. We have a motion to approve the minutes from Doug Hill at Murray. Second from Dustin Lewis at South Jordan. All in favor please unmute if you're online and say aye.

Everyone:

Aye.

Korban Lee:

Anyone opposed? Okay. Minutes are approved. Thank you. Jodi, thank you to you. Thank you to everyone who works on the minutes for us every month. Let's go to the public comment portion of the meeting.

Motion –

. . . by Mr. Doug Hill, to approve the minutes from the September 18th Board Meeting, seconded by Mr. Dustin Lewis; the motion carried unanimously.

PUBLIC COMMENTS

Korban Lee:

This is the opportunity for any member of the public to speak to the VECC trustees and share their thoughts about anything on the agenda or anything related to VECC's operations or leadership. There's nobody here in person. Is there anyone online that would like to speak to the VECC trustees? Okay. We will close the public comment portion of the meeting and jump into the operations board reports. Chief Carr at South Jordan, let's start with the Police Operations Advisory Board.

OPERATIONS BOARD REPORTS

Chief Carr:

All right, thanks. We met October 10th at Sandy PD. Lieutenant Jorgensen from West Valley gave a user committee report. The one thing that I'll mention from that that I thought was significant is the number of language requests that we are all getting, and we all get a lot of requests for Spanish-speaking officers, and VECC's doing some work there to see what other avenues we might have to help in that area. I know that our officers that speak Spanish are sometimes overwhelmed with the work that they end up doing because of their capability to speak the language.

We also had a report from police on online reporting. Currently West Valley, UPD, and South Jordan are using case service and there are some other agencies that are just getting into that. This is interesting from our

perspective too, I think because as we continue to get busier in the Valley, online reporting is going to be critical in my opinion, to keep up with the demand. So we were encouraged that if we do have online reporting systems to make sure VECC knows that so that the dispatchers can funnel the appropriate calls to those systems. She went over the radio cutover. The go live dates are December 5th and 12th and I think everything's proceeding there. As far as Ivan talked about, the policy data that we are getting, agency-based, he passed something out on the top five call types. I thought what was very interesting is in almost all agencies it was disconnected cell phone 911 calls were a concern. And we talked a little bit about our responsibility to maybe do some public education there to try to encourage the public to make sure that they're not inadvertently calling 911. For my agency, it was the second most common call. That's concerning and I think that was the same for a lot of agencies. So I think Ivan was going to take a look at that and see if we could do a public service announcements or something in that or get some media interest in that to try to educate the public about that. We also had a health and staffing analysis report. We're obviously meeting the state national mandates on the 911 side of things and we all are very appreciative of that. They talked about VECC having an innovation day on November 5th from 8:30 to 5:00 out at VECC. They're going to have some of the top 911 vendors in the world to present on some of their technologies and things. I think they're going to send out an agenda and let everybody know about that.

They also told us that they're going to assign a police liaison to assist with meetings and agendas going forward, and that should be very helpful. Elyse has obviously been overwhelmed with her duties and so some help there is certainly warranted. We had a chance to discuss the tow situation and the presentation that you guys got, so we went over that in detail. I didn't see a lot of pushback from that. I think there were some very good questions asked about what's the cost, who's paying for it, those types of things. And I think one of the things that people are concerned about is making sure that it doesn't affect our tow rotations, and we were assured that this system, Autura, would not affect any of our tow rotations.

And then the other concern seemed to be does this just transfer work that the dispatchers were doing to now officers in the field? I think we got some pretty good assurances from Ivan that no, this is more like Ubers for tows, and that it would actually save time on both VECC and dispatch side of things. So I don't know where we're at with all of that, but I see it as a viable solution to help reduce workload on VECC, and actually transfer the costs to those that are utilizing the service. So something that we should be thinking about. That was it for the operations. I'd be happy to entertain any questions that anybody had.

Korban Lee:

Thank you, chief. Any questions?

Doug Hill:

Chief, and Ivan this may involve your comment, but I didn't see that the towing discussion was on the agenda for this month. Is that intended to be delayed for a while, or is that going to come up? And I'm curious, Chief Carr, if the Police Operations Advisory Board had a recommendation, positive or negative to go forward? Sounded like it was positive from your perspective.

Chief Carr:

Yeah, I don't know. We didn't take a formal vote to move it forward, if I'm recalling right. It was represented to us that this has been going on for quite a while and that you guys were looking at this. I don't think most of us are going to have a problem with a program like this as long as it's doable in the field and if it's reducing work and decreasing response times and it's not costing the agencies anything, I think you'd probably get a green light from most of the Chiefs. I think there are some, the devil's in the details on some of this stuff and ensuring that those tow rotations actually work as advertised and that people aren't being advantaged by this system, one tow company over the other and those types of things.

I think there has to be some assurances made that that is something that we can all rely on with confidence. And then at least for my staff, when I talk to my staff about it, I think the concern was, well, who's going to put all that data in? If I'm now doing that in the field and I'm putting all of who the owner is and the plate and the

VIN and all of that stuff down, it may be helping VECC, but is it helping me? And my understanding is no. The tow companies are the ones that have to do most of that work. And the only other thing that was even mentioned by my staff is can we cancel them while enroute like we do now? And it sounds like we could, we were also told that VECC could be the one that could actually push the button for the tows. So Ivan, am I representing that mostly correctly?

Ivan Whitaker:

Yep, you're absolutely correct. And Doug, it's on the agenda during the executive report and my plan wasn't to push a proposal forward until the board of trustees had the information that they needed. So we're just in discovery right now.

Doug Hill:

Okay, thank you. So Chief Carr, one of the discussions that we had in Murray with our police leadership was, one of the concerns I heard was that right now the officers just call a tow in on the radio, so that's real easy to do, and there was some concern about are they going to continue to be able to use the radio, or are they going to have to have a computer or an iPhone or iPad or something like that to do it. And they were concerned if that was going to require more work or the process was going to change negatively for them in calling for a tow.

Chief Carr:

I don't know if we've worked out all of that, but my understanding from our discussion is that the tow could be summoned either by the officer or by VECC. I think most of the police officers now have cell phones and you're talking about an app that they could probably do while they're on scene. It may be in some cases more convenient for them to do that than to actually do it through VECC, but I think there's still that opportunity to have VECC do it if I understood the discussion correctly.

Ivan Whitaker:

That's correct. One of the benefits of doing it on an app on your cell phone is that you can see exactly where the tow vehicle is, because there will be tracking involved with this. But again, we can get back to it on the executive portion.

Doug Hill:

All right, thank you.

Korban Lee:

Any other questions for Chief Carr? Okay. Thanks Chief. Thank you for that report. Chief Evans, let's go to you and hear about the Fire Advisory Board.

Mark Reed:

Chief Matt Evans has been pulled away to an emergency.

Korban Lee:

Oh, okay. Elyse or Ivan or can anyone else give an update? Ivan, will you give an update on fire, or Elyse?

Elyse Haggerty:

I can.

Korban Lee:

While you're looking that up, let's go to agenda item six and come back to you. Since I'm putting you on the spot. Ivan, let's turn it over to you to talk about awards and recognitions for a second.

AWARDS & RECOGNITIONS

Ivan Whitaker:

Absolutely. And so for the month of September we met our answering time requirements. We actually met our requirements in every area that we targeted. And so what we do as a part of that is recognize individuals for exemplary performance and best answer times. Those individuals, we look at things like attendance, just a variety of things in addition to their call taking and answering times. And so this month the B squad was the one that actually rose to the top, which is great. They've been working on that for a while. And then we have Samuel, Brooke, Laura, Toni, Tanya, Telisa, and Kirby were all the top performers. So they are receiving an award and very happy. We put this on our Motivosity platform and they're all cheering about this.

One of the things that we are very proud of is this year, and this is October the 29th at the Utah APCO State Awards, VECC is being recognized and two of our employees are being recognized at that ceremony and so technician of the year, which is Jonathan Bridges and Supervisor of the Year, which is Rosa. That is state recognition that VECC is receiving, and I think it's been a while since we received that level of recognition. So we're very proud of that going into the end of this month. Let's do the next one.

And then we're also recognizing Tracy Houston, this is a big deal for us. If you were to go out there on the floor today, they have cake. There's balloons out there. Think about 35 years of employment with VECC, so that's just phenomenal. And Tracy, she's just doing an excellent job for us, and she's still loving the job just like it was her first day when she came in.

And then the last one, this is not really an award. This is just something that I talked to the board of trustees about previously, and just wanted to let you know that we are working on it. So we had some high schoolers here last week that are part of the Canyon Technical Education Center to seek tech program. With that, through the consortium we have a group of individuals that are putting the high school and veterans program together and we'll be moving that forward. So from a recruitment/education standpoint, they'll be able to receive a certification in high school and then have some mentorship time like you're seeing in the pictures to see if they want to actually come into this career. So the goal is when they finish high school to where there'll be a pool of candidates that we could hire from, Salt Lake 911, the airport, Utah Dispatch and so on. So that program is starting to move forward and we're very happy about that. That's it, Korban.

Korban Lee:

Thank you. Very good. Any questions for Ivan? Thank you for sharing this every month. I love hearing about the good work being done by the VECC employees. Let's go back to the fire report.

OPERATIONS BOARD REPORTS (Continued)

Jonathan Bridges:

In the tech user group, we talked mostly about cybersecurity. This month the FBI is changing some of the requirements for CJIS. Some of it relates to multi-factor authentication, with applications such as our CAD application. Each of the agencies currently has a VPN connection to VECC except for Salt Lake City and Sandy and they have their own connection up to the cloud, but the VPN connections between our agencies are going

to have to be updated in about a year from now. Again, this is new requirements from the FBI. There are new password requirements that are coming down the line as well. And the tech user group, we've already started some conversations about how each of the agencies are going to handle some of these new requirements. Some of them are pretty stringent. They're really locking down passwords and how those are managed in relation to accessing systems that have CJIS data in them.

So we're going to be having a lot more conversations that are cybersecurity-related in the very near future here so we can start planning some of those changes that need to be made. The nice thing in relation to a couple of the big password changes, we did find that the Versaterm environment in AWS GovCloud already meets some of those new requirements, so we're happy about that obviously. But as far as individual agencies in your internal networks, there may be some work in the next year, year and a half that will be needing to be done.

Korban Lee:

Jonathan, are you meaning the work that'll need to be done, do you anticipate, is that mostly going to be on VECC's side or is it mostly going to be on the agency side?

Jonathan Bridges:

That is on each of your agency's side, on your side, on your IT teams, on your internal networks. And like I said, some of these requirements may already be in place, but the FBI is formulating what they want the security profiles to look like going forward. So the VPNs, all those will have to be updated in about a year and a half so we have some time to plan that out. And Greg Parker our consultant who helped build that environment and helped each of the agencies get those VPNs created, he's aware of those changes coming down the line. Versaterm is also aware of all these changes, so we're having those conversations. But to answer your question, yes, the conversations we're having right now on the tech group level is about your internal networks and making sure that they are maintaining the level of security that the FBI wants.

Korban Lee:

Do you have a sense, do our respective IT directors and IT staff at our agencies know this is coming? Do we need to facilitate a time for you to meet with all of them and make them aware of what's expected of them in the next year and a half?

Jonathan Bridges:

Yeah, and I am more than happy to do that. A lot of the IT teams that attend the tech user group, most of us are attending the quarterly or biannual FBI briefings. So a large portion of our IT group is attending those meetings. In fact, I think there's one later this month. And another great resource is the Utah Cybersecurity Center. VECC has been partnering with them and I have mentioned that to the other IT teams in the tech user group. In fact, we are actually nearing the completion of deploying SentinelOne, our new antivirus system that's provided through the State, it's provided for free and through 2027. There's a KnowBe4 subscription for cybersecurity training that is awesome. And there are several other services that the Cybersecurity Center offer, and so I've been telling people, "Hey, go sign up." You have to sign up. But it's pretty much any state agency or municipality is eligible for it.

So we're really excited about that because one, it's saving us some money, and two, the systems that the Utah State Cyber Center is offering, they are state of the art, they are top, they are Tier 1 level systems. SentinelOne is a Tier 1 antivirus system. KnowBe4 is a phenomenal cybersecurity training platform. So there's some great resources there, but as far as having a formalized platform for these conversations, it has been taking place in the tech user group, and it's just come up in the last couple months as a pretty heavy topic. So it's now a standing item on our agenda each month.

Korban Lee:

Does anyone have any questions for Jonathan about the tech user group or the cybersecurity issues from the FBI?

Sheriff Rivera:

Do you know if anybody from the Sheriff's Office is on that because with the UPD split, I don't know if that was something we might have missed?

Jonathan Bridges:

I don't think there is Sheriff, so if I could get the names of any of the individuals you would want involved, I'll happily send an invite to them. We would love to have some of your people involved in that.

Sheriff Rivera:

Okay, we'll make sure we get on top of that. Thank you.

Jonathan Bridges:

You're welcome.

Korban Lee:

Any other questions? Jonathan, it may be helpful if you or Ivan could send out to the agencies that aren't regularly represented at the tech user's group so that the agencies, the cities that aren't there know, hey, know to nudge their IT staff, "Hey, you need to be aware of this" and reach out to you, Jonathan, absolutely make sure you're aware.

Jonathan Bridges:

Yeah, absolutely. We can for sure do that.

Korban Lee:

Okay, let's circle back to the fire, Ivan or Elyse, let's go to you.

Ivan Whitaker:

So at the fire ops we started off with the dispatch review committee numbers that they were looking at that was assigned to them by the users group. One of the things that they're looking at from a data perspective is cardiac arrest. As far as the numbers, we're looking at things like cardiac arrest save rates, meaning patients that went into cardiac arrest that actually walked out of the hospital. So what they're trying to do is compile that data now to start looking at the distribution and then from there start to drill down into some issues, challenges, things that we can improve upon to increase our cardiac arrest save rate. So we talked about that. I handed out a data sheet just like we did in the police ops meeting. We provided it to the fire chiefs as well. It had their call distribution per agency, it had the top 10 distributions per agency, and then on the final sheet it had the top five types of complaints from an EMS fire perspective.

I requested, just like the police chiefs meeting that they look at that report, they look at the numbers to make sure that everything is correct as coming from the CAD. But in addition to that, please advise on what needs to be added to that so it could be a meaningful report. In addition to that, we talked about AVL. AVL was a big topic in now we have an electronic form, so the responders can actually use that form to fill out a brief report. It takes maybe 30 seconds to do. If there is an issue that they thought that could be AVL-related, routing, any type of issue whatsoever that triggers an internal investigation to us. We received about 16 of those reports.

Elyse Haggerty:

About 24 now.

Ivan Whitaker:

Twenty-four of those reports. A lot of them that are coming in - some of it requires dispatcher coaching, some of it is routing. We're not finding a huge portion that is specific to AVL in general, but some of it is, from a routing perspective, something that we can change easily on the fly. What we're trying to determine is do we need to push Versaterm in any type of way, and the data that we need to transition over to them, we need to make sure that we're providing them with good sound data and that is the purpose of this process.

We had a meeting on September 26 to where we had members of the Fire Users group attend that meeting and we went through some of the issues and challenges with routing that's been traditional and a process or a way forward of uncovering or getting the information that we need to figure out what's going on. We also talked about helicopters, air medical and if we needed to update or change our processes for that. We discovered that we're only launching a Helo about 60-plus times. So it's really not a major issue as far as the number of times that we're launching.

Korban Lee:

Sixty times in a year?

Ivan Whitaker:

In a year. But we may need to change our process and dispatch or putting them on standby earlier so we can get an ETA to the field responders. And that's it.

Korban Lee:

Any questions for Ivan about the fire ops advisory meeting? You talked about AVL, I really like the forms to identify instead of just complain about hey, AVL and CAD's not working, let's identify it. Let's target those calls that you think it's not working and see what the root issue is. I love that.

Talk about or let's talk about it at the next month when we have identified some areas where we were going to do a stack response in lieu of the AVL as a pilot program, test it out for a few months. It's now been three or four months since we flipped the switch, so to speak on that, can we, if you're not prepared to talk about that now, can we make sure that's an agenda item for next month?

Ivan Whitaker:

Okay.

Korban Lee:

Any questions on fire? Okay, Ivan, let's just keep going with you. Let's go to the next agenda item.

OPERATIONS REPORT

Elyse Haggerty:

I'll talk about our performance in progress last month. The answer times we were within the standards again. 90% of 911 calls in 15 seconds and we were at 97.24, which is incredible. 95% of 911s in 20 seconds were at 98.17. We did go down a little bit from the previous month. We're still well within the standards. There were a couple of reasons. One, our CAD-to-CAD system kept crashing. We have had some issues with the Spillman side and the Central Square side. It worked in Versaterm but getting it to push through to highway patrol was becoming problematic because I'm very concerned about the 2% transfer rate. We had employees that were generally taking the information, generating the call and then calling over to highway patrol to make sure they had it, which of course takes additional time and I think that's reflected in our numbers this month. It is back up and running and seems to be more stable than it was last month.

Ivan Whitaker:

One more thing, Elyse. We also, on our D-Squad, we had some issues with attendance on the D-Squad sick. And so the good thing about this now is we can pinpoint exactly if we have issues or shifts in the numbers, where that is and what's causing that, which we're very happy about that.

Elyse Haggerty:

The transfer rate did go up to 1.64, still below the 2% that's required and we absolutely know why that happened and I know Jonathan and our TS team are constantly reviewing and making sure things are working in the right way.

Tyson Montoya:

So forgive me, what was the cause of that?

Elyse Haggerty:

The CAD-to-CAD crashing. And then now we've got the abandoned 911 rates. It did go up 7.70. Same thing when they have to send about 700 additional calls via hanging up with the complainant and then having to call highway patrol who don't have a lot of dispatchers. So sometimes we're on hold waiting for them, these numbers are going to go up some. We took 24,572 911 calls and 49,923 non-emergency calls, and we've got our admin calls which did go up. It has been about seven, eight months, and we have been sending out reminders to people because this is a new request and a new workflow. It's going to take time, but I think we'll continue to see increases in numbers. Some of them were drastic this month.

Nathan Cherpeski:

On the admin calls, are we pushing more people there? Because it's more than doubled in a lot of places. Second question, are we tracking these challenges we're having with the state's agency that's causing us to maybe miss our goal that they've mandated to us? And how are we communicating that to the State? The legislature, I guess.

Elyse Haggerty:

So on the first point, they're not pushing more people. Many of our employees, people who have been here for 20 years are very used to calls like, "I need to talk to West Valley records." "Okay, hold on a second, I'm going to transfer you." Click done. No action taken. But now we've asked them to include into their workflow generating those admin cases and so we've really been pushing and pushing and pushing. I don't know if they're just now have heard it enough times and they want me to stop talking about it so they're generating them, or if it's becoming the habit, it's becoming the muscle memory. Dispatching in general, call taking, you're very reliant on what you've done 100 times that day. So I was unsurprised by the increase, for sure.

Nathan Cherpeski:

So it's not necessarily an increased volume, it's a more accurate accounting.

Elyse Haggerty:

Yes.

Nathan Cherpeski:

Thank you.

Korban Lee:

Do you sense Elyse, so this September accounting is more accurate than the previous months as we learn to track this. Do you sense, are we there, or do you sense it will go up again in October and November's numbers because we're still only 60, 70% doing it?

Elyse Haggerty:

I think we're getting very close if not right on track.

Korban Lee:

Okay.

Ivan Whitaker:

Also I wanted to note, in the abandoned call area, we did have the military exercise. We had 1,400 calls coming in an hour, so that impacted that as well.

Elyse Haggerty:

Your second point, we're tracking how often it's crashing. We're also, Ivan and Jonathan have been in communication with Captain Trotta with Highway Patrol with CentralSquare. Jonathan is still meeting with them weekly to review how the CAD-to-CAD is functioning, and I believe Ivan is meeting tomorrow with Senator Harper to discuss that exact thing, that they have implemented a 2% and the only reason we are even on the edge is because Highway Patrol, the state agency, the CAD-to-CAD doesn't work.

Korban Lee:

Ivan, would you make the Spatafores aware as well? Make sure they're in a position to help communicate our cause on that. I'm glad to hear you're meeting with Senator Harper about it. Thank you.

Jonathan Bridges:

May I add one other item to that? The CAD-to-CAD actually did work, and some changes were made on the Motorola side a couple months ago, which is what has caused these problems. And between Motorola and CentralSquare, they have not been able to resolve the problems that they created. So for those first several months, CAD-to-CAD was working as intended. So I just want to make sure that you guys know that it was working, and our side has continued to work, and there's been a lot of pressure put on Motorola and CentralSquare to figure out why the changes they made broke it. They backed those changes out and it still did not function as it did at Go Live. So that's what we have been pushing them on aggressively to resolve. So I just wanted to make sure everyone was aware that it did actually work for the first several months.

Korban Lee:

Anyone else have any questions for Elyse about our performance measures? Elyse, I just want to say good job. Very, very impressive. It's been a long road getting these counts up and getting our numbers up, but you've gotten up over the last six months and stayed there. Very well done. Good job.

Elyse Haggerty:

It's all the team. They were awesome.

Korban Lee:

Good job. All right Ivan let's go to you.

EXECUTIVE DIRECTOR REPORT

Ivan Whitaker:

Executive report, this is just a snapshot. I'm not going to take a deep dive into this, but wanted to see a little bit of what we provided the police Chiefs ops board and fire chiefs board. You'll see September fire call count, you'll see the agencies and you'll see the percentages. And you'll see on the law enforcement side as well the percentages, they had more data than this. We actually broke down the call types top 10 and then the top five throughout the valley what we're responding to. So again, this report will, what they're handed will get better as they provide me with information on what they want to see. But we have access to a plethora of CAD data that we can do what you want with it.

Doug Hill:

So now that you have these reports, as well as the report that you're tracking on non-emergency calls, is there anything, and I know this is real preliminary, but is there anything in these reports that would indicate that our methodology for determining membership dues, is there anything that would cause an alarm that maybe our formula is not as it should be? Or is this confirming pretty much what our formula currently is.

Ivan Whitaker:

At this point, the comparison has been pretty close. Tyson and I we will continue to monitor. Again, one of the things I'm concerned about is we have to be careful with one month. You have to look at seasonal, the changes over a period of time when we're looking at the data. But again, it's tracking the right way. We will go back for a year to look at this data once we get into the assessment portion to really make sure that we're really tight on how we're looking at it. Good question.

Doug Hill:

Thanks.

Ivan Whitaker:

Our vacancies, looking at new business, we have no openings for a communication officer, one watch commander, we purposely held that position and two part-timers. You'll see where we are with turnover, which is 15%. We're under the actual national average and I need to update this, is about 17%, we're under that, but many agencies across the country are at 30 and 50%. So we're doing pretty good there.

I'm going to pause here and go into the tow request. This is at the point of the agenda where if there was any questions about the tows that we would bring that up. One of the things that we said during the last meeting or one of the concerns was about procurement and some of the board members needed to go back and check their procurement to see if there would be any issues there. So I just wanted to open it up for any questions that you would have for me.

Korban Lee:

This was a heavy conversation the last meeting, the last two meetings. Thank you for meeting with the police chief's trustees. Any further questions about Autura and the tow software?

Doug Hill:

No, from Murray's side, I know we had a discussion about whether we should just turn over the towing completely to VECC. I think some agencies would like to get rid of towing. And then the other discussion was just keeping it the way that it is and letting the cities do their own procurement process. And as far as Murray's concerned, I think through looking at our agreement with VECC, interlocal agreement that we all signed, we're okay going either direction as far as procurement is concerned.

Korban Lee:

Thank you Doug. Any other comments or questions?

Lisa Hartman:

Yes, I just wanted to clarify. I thought last time when we talked about it, if a municipality has an RFP process for towing companies, this agency would use that list for the particular service area. It doesn't mean that everyone has to have the same service providers, or am I remembering incorrectly?

Ivan Whitaker:

You're absolutely correct. And so that's the beauty of their software is they can keep up with those various vendors and rotations better than we can.

Lisa Hartman:

So each municipality could still do an RFP for vendors that they would like, preferred, if the call is in their service area and this agency would...

Ivan Whitaker:

Absolutely.

Lisa Hartman:

Okay.

Tyson Montoya:

The other thing is, I don't know if we want to get too far into this, but just to feed off of that, there would be one administrative FTE that would be added here for the billing side of things. It would be done most likely quarterly so we could make sure that we were getting the rotations and the tow partners were paying and if they weren't paying, they would fall off the rotation and we'd be able to do that automatically. So that would add an administrative FTE to the back side of things for the billing. But in terms of the call volume that we're currently having now, it would obviously be greatly reduced.

Ivan Whitaker:

I want to clarify what he means by FTE. So we may have to contract out for that period of time, the couple of days that we need to get those invoices out, we may have to contract for that, not a full FTE. That would be a part just for towing. I want to make sure we understand that.

Korban Lee:

I didn't realize that if we did Autura, it would require some additional staffing or contract staffing for VECC.

Ivan Whitaker:

Yeah.

Korban Lee:

How will we pay for that? You can't take away some of the call volume or call time dispatchers are dealing with. Can you take that out of your dispatching FTEs or not really, because it's dissipated across all of the shifts, all of the staff? Is there a revenue source? How will we, or are you asking or letting us know it would require an increase in our assessments over time because we'd have to add the staffing.

Ivan Whitaker:

Yeah, I'm not prepared to answer that right now.

Korban Lee:

That's part of the homework.

Ivan Whitaker:

Yeah, that's part of the homework. Once we come with the proposal, we want those to be definitive in what we're asking.

Korban Lee:

Thank you for bringing that up. Maybe I missed it, but that wasn't on my radar. Other questions? Okay, let's keep going.

Ivan Whitaker:

UKG TeleStaff, Tyson, did you want to go through that?

Tyson Montoya:

So we've had some good things happen with UKG and TeleStaff, but we're still in the on, off boarding and scheduling portion of getting the implementation situated. We're making good progress. Every week we reach out to them and we have meetings and so we're making progress on it. We're about six months into this with them. We're looking at alternatives as well, just simply to have something else that we can go to if we need to move away from UKG. But in terms of the progress that we've made over the last three months, has been really good. We've got the accruals. That was a big lift. We've got that situated and that's working correctly now. So it's really just the two main, the on and off boarding and then the scheduler piece that are kind of holding us back on that.

Ivan Whitaker:

The state mandate for the call transfer percentage, I think we've talked mostly about that. I won't go back through that. The overtime, number five, sick and vacation leave hours. You'll see a chart. Number five, we've been monitoring that closely. If you look back the previous year, August, 2023, that's 2023, '24, and then you'll see this year 2024, '25. We're looking at, there has been a reduction in call-outs of about 413 additional hours. And then we have been able to decrease our sick leave by 558 hours. So the way this should read is, the 413 hours, we've been able to give more vacation time over the last two months in the same time period for the previous year, but we've had a huge reduction in sick leave hours of 558 hours.

So we put a policy in place in June, because last year we had individuals calling out, about 10% of our staff had called out 10 times or more within a year. One person called out 24 times, 18 times, 17 times. We didn't have anything consistent across the board on how to manage that. So we had to implement a policy. The policy is pretty fair. We checked across not only dispatch centers but anywhere that had what we call essential employees to see what was fair and then we went more lenient than that. To get to this point to where some of those individuals from the previous year, they actually cleaned it up. So we have a huge portion of our staff that doesn't have a single occurrence coming into this new year, which previous year they had many occurrences at this time, just a few months in.

So the good thing is, sick leave is trending down. Vacation time that we're able to deliver is trending up, and you'll see a trend rate down of the number of overtime hours as well. So we're really trying to stay as fiscally responsible with this as possible.

So one of the things that we will be handing off is a staffing compensation and technology analysis. One of the things I promised the Board when I came in is that me coming in, I would actually do that and that is almost complete. And so rather than piecemealing you, I want you to see kind of a comprehensive overview of the

things in the dispatch center that we actually need some benchmarks if we're not meeting those, what we need to do to get there. And so again, we'll hand that off to you so you could have a comprehensive package to review as well.

State-mandated crash report, Versaterm is off to the races with that. I'd like to thank Chief Carr for his work with that in helping us getting that moving forward. But again, we have the blessing from all the chiefs and Versaterm is moving that forward. We talked about AVL already. We talked about the innovation day.

We do have a disaster management/evacuation day that's coming up in November. It will be a table talk that we're engaged in. That will be first step. The second step will be involving all the municipalities in an exercise, but this is something that we've been wanting to do for a while. We do have an employee engagement survey that's coming up this month as well. We talked about the radio project. You wanted an update on this Korban, as far as the APCO Intellicomm project with Salt Lake City, they're slated to move forward. They're doing training in November and their Go Live should be in December. And that's it.

Korban Lee:

Any questions for Ivan? Okay, I'm not seeing anyone. Tyson, let's go to you.

FINANCE REPORT

Tyson Montoya:

Thank you. So we are a quarter of the way through the fiscal year already, so we should be about 25% of our budgetary estimate. Our revenues are at 9.3 million, which represents about 45%. Again, this is kind of the same thing that I've talked about the last two meetings. We have a little bit higher than budgeted pass-through costs that are showing up in revenues and that's throwing that number off. It's going to eventually even out through the course of the year as the year progresses. On overall expense for personnel, we're right at 24%. We do have a couple of outliers in overtime and incentives that we're currently watching as we've mentioned already.

And then under the admin and operation expense, we're at about 6.3 million or 30% of our budgetary estimate. The software expense is the offsetting pass-through revenue item. So we're going to do a revision that makes those so they even out through the year. Everything else is really looking on target per budget. I don't see anything that we need to call too much attention to outside of what we've already talked about.

This next slide is our current cash position. You can see the Wells Fargo and our PTIF account. And then our total account, the net change in our cash position. You can also see that's the year-to-date amount. And then the next slide is our check register. I think last month Doug brought up, we had some employees in here, and we do again this month. We're working on moving to a P-card policy and implementing that more proactively so we should expect to see fewer of those employee reimbursements in there.

Korban Lee:

Any questions for Tyson? Tyson, thank you for managing it well. We're a few months in with your tenure here, but we're sure glad you're here. Thank you.

NO CLOSED SESSION/MOTION TO ADJOURN

Korban Lee:

The next item on the agenda, the closed session. I do not believe we have any need for a closed session today, therefore I'm going to go past that agenda item. Our next board meeting is November 20th at two o'clock. That is an in-person board meeting, that's going to be here. There will be a Zoom option for those that can't be

present, but if you're able, please come out to VECC for our once per quarter in-person trustees meeting. Is there anyone that wants to bring anything else up at our trustees meeting today?

Lisa Hartman:

I just wanted to mention that going forward, Sheriff Rivera is actually going to be serving in the mayor's designee seat on this board. So the Sheriff is on. And I just wanted to let you know that now that things have changed with the Sheriff's Office and UPD, the mayor felt that it was a better fit for the sheriff to be serving as her designee on this board. So just wanted to say hello and goodbye and thanks everyone for letting me participate in this. And Sheriff Rivera will be at the next meeting, which she's on this meeting right now so thanks, Sheriff.

Sheriff Rivera:

Thanks.

Lisa Hartman:

Just wanted to take the chance while I was on here just to mention that the sheriff would be taking over the role, and we're excited about that from the mayor's office.

Sheriff Rivera:

And do we need an official letter or anything?

Lisa Hartman:

Yes. We'll send that Sheriff.

Sheriff Rivera:

I just wanted them to know that you're going to.

Lisa Hartman:

Yes, they do need a letter and we will get that over to you, Korban and Ivan.

Korban Lee:

Okay. Thank you Lisa. Thank you Sheriff Rivera. Lisa, we'll miss you on this board. You've been a good representative for the County Mayor's office. Sheriff Rivera, just to make clear, you'll be representing all things Salt Lake County, so the Sheriff's Office, jail issues as well as Salt Lake County Animal Services.

Sheriff Rivera:

Correct.

Korban Lee:

Great. Any questions?

Tyson Montoya:

I forgot to mention, next month we'll have the auditors come in and they'll do a small presentation. I think last year it was at this board meeting, they're just running a little bit behind, so we'll just do it next month.

Korban Lee:

Okay. All right. Any other comments or questions before we adjourn? All right, looking for a motion to adjourn.

Nathan Cherpeski:

I move to adjourn.

Jared Gerber:

I'll second.

Korban Lee:

All right, I got a motion. Nathan, you were beat by Dustin. Motion to adjourn by Dustin Lewis. Second by Jared Gerber. All in favor say aye.

Everyone:

Aye.

Korban Lee:

See you all November 20th in person at VECC. Thanks everyone.

Motion –

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

The meeting adjourned at 2:57 p.m.