SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
November 20, 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. Josh Collins – South Salt Lake 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:	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. Brady Cottam – TVPD Mr. Matt Evans – BFD Mr. Joey Mittleman – MFD Mr. Craig Burnett – MPD Mr. Robbie Russo – CHPD Mr. Terry Addison – SSLFD Mr. Troy Carr – HPD Mr. Rich Ferguson – DPD Ms. Danielle Croyle – SSL Mr. Dwayne Anjewierden – UPD Ms. Jodi Morris – VECC Ms. Rachel Nipper – VECC Mr. Jonathan Bridges – VECC Ms. Nicole Lopez – VECC Mr. Brice Rawlings – VECC Ms. Tammy Cornelison – VECC Mr. Marcus Arbuckle – Keddington & Christensen

The meeting was called to order by Korban Lee at 2:02 p.m.

Korban Lee:

Chief Addison, I understand you're covering fire ops. Why don't you come sit at the table. It's two o'clock. We have a quorum of trustees here. Several joining us online. We're grateful for everyone that can be here in person. Thank you for making the effort to come out and be with us in person. Doug, Chief Burchett, Jared, Chief Carr, Scott, please be liberal in jumping in throughout the meeting so we don't forget that you're online over Zoom with us. Let's go ahead and get started. I don't see any visitors here. We're glad everyone's here. Anyone want to propose any edits or changes to the minutes from the October 16th board meeting? Okay, there's no changes. Does anyone want to make a motion to approve those minutes?

Josh Collins:

I'll make that motion.

Korban Lee:

Thank you, Josh.

Mark Reid:

I’ll Second.

Korban Lee:

Okay, we have a motion by Mr. Collins from South Salt Lake and a second by Mr. Reid from Bluffdale to approve the minutes from the October 16th board meeting. All in favor say Aye.

Members:

Aye.

Korban Lee:

Anyone Opposed? Okay. Thank you.

Motion –
. . . by Mr. Josh Collins, to approve the minutes from the October 16th Board Meeting, seconded by Mr. Mark Reid; the motion carried unanimously.

PUBLIC COMMENTS

Korban Lee:

Agenda item number three. This is the public comment portion of our meeting. If anyone's here to make public comment, you're limited to three minutes to share your comments with the board of trustees. We’ll receive the comments but likely not respond. Is there anyone here in person that would like to share comments with the board of trustees for VECC? Anyone online? Okay. We'll close the public comment portion of the meeting, and we'll go to the reports from the operations board.

OPERATIONS BOARD REPORTS

Korban Lee:

I'm going to turn the time over to Ivan Whitaker to cover the police operations advisory board brief. As I understand Chief Carr's not able to be with us today. Ivan let's go to you.

Ivan Whitaker:

Lieutenant Julie Jorgensen of West Valley PD, chair of the users committee, attended the OPS meeting and provided a report to the OPS committee. There was nothing that was proposed that needed to be voted on or brought to this committee. We did spend a fair amount of time discussing the radio cutover and we'll discuss that today as well. We introduced Rosa Olivos as the new police communications commander. Would you like to speak on that?

Elyse Haggerty:

Rosa has 26 years of experience. She's been a watch commander. They have been moving platoons, but they're going to come and work on day shift. We'll all work together. So, if your police agencies have any questions or concerns, Rosa is going to be the liaison.

Korban Lee:

Is Rosa the one that was recently recognized at the APCO conference?

Ivan Whitaker:

Yes, and the purpose behind that appointment is we want to provide better service to our municipalities that we're serving. And so, in order to do that, we need to make an assignment to have someone that's forward facing to those municipalities. And this is a way of doing it in better communication.

We did provide a data report that included the police call count. We did discuss the health analysis that VECC is conducting in a timeline of when that will be turned over to the chiefs and the board of trustees. We did mention Autura the towing services that we've been mentioning. I'll talk a little bit about that today as well. We spoke about data dashboards in a way to have better analytics across the board and we also discussed our emergency management drill. Most of this we'll be talking about a little bit later in my executive report. One of the big standouts in the police ops meeting is Chief Shane Taylor Riverton PD will be the new chair of the police office advisory board starting 2025. And then Chief Rich Ferguson of Draper PD was nominated to be the vice chair.

Korban Lee:

Questions about that?

Ivan Whitaker:

And that was it for me.

Korban Lee:

Riverton Chief, the new chair of 2025 and Draper, chief vice Chair in 2025. Any questions for Ivan about the police advisory board report? Let's go to the fire advisory board report. I understand Chief Addison, you're going to cover that for us as the vice chair?

Terry Addison:

That's correct. Before we get going, starting this month through 2025, Fire Chief Clint Smith with Draper City is the new fire operations chair. I will be the vice chair of the next year. So, in the fire ops meeting we had a report from our fire users committee. They're discussing some pairs' information regarding cardiac arrest data, and they are still working through recommendations and looking further into agency zone and AVL discussions. I know that was a topic that was brought up last trustees meeting I do believe. And so, the users, the ops board is still looking through and working through some stuff there. We did receive a report from our tech users group regarding Versaterm and some CJIS policy, CJIS updates. And it was discussed during the fire operations board that if any of the fire department special investigators or fire investigators are asking VECC to run any CJIS data to make sure they have the appropriate agreements just as the police departments would.

We received a radio report through Brice, which director Whitaker mentioned. We will continue to discuss that a little bit later. But Motorola has offered to give us the dongles and the software so your agencies can start doing some of the same cutovers and getting that working prior to the cutover date if you don't have all of your radios programmed. And with the fire service, which will probably be mentioned, we have three channels on that soft cutover date. So any of our agencies responding to Sandy or Salt Lake City or vice versa, that's going to be discussed. So, we're going to have to change to different channels. Because the cutovers will not work and I believe they are getting, they're cut over like the week prior? Right?

Jonathan Bridges:

Earlier in the week.

Terry Addison:

Earlier in the week. Okay, thank you. Then it was a pretty short meeting. So, director Whitaker discussed some movements. New fire communications manager is going to be Ambir Widdison for our contact point for the operations board. And we talked about some data dashboards that's still looking into with First Watch and NICE. And then some ISO templates are going to be getting pushed out a little bit later for those departments that have their ISO accreditation coming up. And then we had the motion to adjourn and that was all for us. And we will be meeting in December.

Korban Lee:

Questions for Chief Addison? Okay, thank you Chief.

AWARDS & RECOGNITIONS

Korban Lee:

Let's keep going. Ivan let's turn the time over to you to talk about some of the awards and recognitions from VECC employees.

Ivan Whitaker:

Absolutely. So, we had another good month. When Elyse goes through the ops numbers, you'll see that they're equivalent to previous months and we can't do that without the help and support of our great communications officers. These are the ones that rose to the top in the month of October. And so, you'll see Brooke, Melisa, Tiffany, Pyper, Alisha, Matthew, Holly, Nicholas, and Britnee. The way we do this, and I know I show this every month, but it's a combination of not only answering times but exemplary performance as far as protocol usage, attendance, just several different things that we bring together. And so, these are the individuals that rose to the top.

And then our next one is very dear to us. We had a couple of our firefighters that actually were injured last month, Draper, UFA. And these are the communications officers that actually handled the call, the dispatch portion, and was in contact with the field and they did a phenomenal job. This actually happened on Saturday. I came in and sat with them and they were immediately talking about what they thought they could have done better. So just to have that environment of just: "Hey, we could have done this, we could have done that." And I was like, whoa, whoa, whoa. We're good here. You did an excellent job. So, wanting to recognize them as well.

I want to thank Herriman and Chief Carr, they're providing the ability for our emergency dispatchers to go do some ice skating in December. And they've taken care of that. Even they're providing some vouchers for food. There'll be some food trucks. So, Herriman, thank you so much. They actually reached out to us and sought us out. So, we appreciate them greatly for that.

We did a disaster tabletop drill. One of my concerns when I first arrived is that we didn't have an evacuation plan in place to where if something happens to this building, where will we go? What will we do? What is the strategy? And so we simulated a level seven earthquake and right from the beginning we were laughing because we were acting as if we had everything in place and I had to double back and say, no, you don't have radio communication anymore during a level seven earthquake. So we had to transition and start to think differently about how we did things. And we found out a lot of things that we need to put in place and we'll do that. But it was a great exercise. But I'm thanking Martin Webb, he was the one that put this together. He's representing us in emergency management, and he just did a phenomenal job. The next exercise will involve some of our field municipalities. We'll make it bigger to where we're actually having more communication from the field. So, thank you.

Korban Lee:

Any questions on that portion of Ivan's report? Ivan, thank you for sharing with us every month some highlights from the performance of the VECC employees. It helps us put names and faces with the work being done at VECC.

OPERATIONS REPORT

Korban Lee:

Let's go on to the operations report. Elyse, will you walk us through the performance measures?

Elyse Haggerty:

So, for the answer times in October, we actually went up in the 90% within 15 seconds and stayed the same exact as the previous month for the 20 second answer time, 95% or below the top one is 7.4% over what is required by the State. And the one below is 3.17% over the requirement, which it's really cool to only see green. So this just gives you an overview of the entire year and our previous years and how many calls we're taking. So you'll notice that the numbers are going up almost every month, but we're still making those numbers despite not making them in the past. Our transfer rate was at 1.03%, also great. CAD to CAD is still being worked on, but we have put through a work around until the system actually works well. It does put a strain on the dispatchers, but it is not affecting our answer time or our transfer rate.

Nathan Cherpeski:

Is that issue still with the State on their side?

Elyse Haggerty:

The CAD to CAD?

Jonathan Bridges:

Yes. It's actually on the UHP Spillman Flex CAD site. And then in our meeting yesterday, they actually had engineers who actually started to go through the long files in a detailed manner. The system is functioning, it's just there's a significant delay in the UHP communication back to us. If you mentioned that they're receiving calls from us, that delay is too long, it's minutes and we don't have time to wait at that point, which is why we're having to follow up. Every call we send over, we have to follow up with a phone call as well which is what Elyse is referring to the extra work. But yesterday we were finally happy to see they were bringing engineers on their side and they started going through the log files and we were prepared to do additional testing with them as soon as they come back and say, we're ready to try this again and see if we've resolved the timing issue. And it is just a timing issue, but it is on their side.

Josh Collins:

They've identified what's causing the timing issue or no?

Jonathan Bridges:

That's what they're trying to do. They don't know exactly what's causing it. They made a change back at the end of August and it was to filter certain types of traffic that were running the Central Square, which is in the middle of that. And so that has caused this problem and they haven't been able to determine how we fix that because of that. So that's very obviously a high level. But I know that Captain Trotta, technical people every meeting, we're just hounding on them to fix this, you have to fix this. So we put a lot of pressure on, like I said yesterday, they finally brought in their engineers. So we're glad to see, at least now it seems like it's going to be resolved.

Ivan Whitaker:

We have back up vendors lined up if we have to go that route. So we do have a contingency in the plan in place. This is impacting more than VECC. There's 14 dispatch centers that are waiting in the bow for this as well.

Korban Lee:

Is this with Central Square too in the interface? I'm trying to remember all the players. Motorola as well for these engineers. Where are these engineers coming from?

Jonathan Bridges:

They're the Motorola engineers. The changes that were made at the end of August that caused this dilemma were done in the Spillman CAD. It's on the UHP site, so it's the Motorola engineers.

Nathan Cherpeski:

So you're talking about backup vendors, the state may need a backup?

Ivan Whitaker:

I've asked the question, are they capable? That's where we're going to have to draw a line in the sand here. Jonathan is holding us off.

Josh Collins:

Well then what's your timeline for that? Where is the line in the sand? Six months, four more months?

Ivan Whitaker:

We gave two weeks but we pushed it. January... If we're not in a good place, I'm coming to the board to communicate this.

Nathan Cherpeski:

I just want to make sure that this is not our, because my understanding is it was our feet being held to the fire. Hey, you guys need to do this, you need to do this. The senators who are pushing us need to know it's not us. It's their own agency that is having an issue.

Ivan Whitaker:

Right. The good thing is we're meeting the standard.

Nathan Cherpeski:

Well, we're meeting the standard because we're doing a work around. That's putting pressure on an agency that we all fund and the State is sitting not doing their side. I just want to communicate that as the pressure comes on us, it's their agency that is the problem.

Ivan Whitaker:

Yeah.

Elyse Haggerty:

Our abandoned rates 5.33, which is well below the standard you all have set at 11%. Ivan’s standard has changed to 5%. So, we're very close to that 5% accounts for pocket dials, which there's nothing you can do to avoid that.

The total counts we had 71,740 calls last month. Once it gets a little bit cooler, I'm sure fire sees this and police see this people stay inside so there are a little bit fewer calls. Our emergency is half as many of our non-emergency. So, we're still getting a lot of non-emergency calls.

The administration calls, these are our admin calls that we started tracking in February. So, we almost have a full year of data. They keep going up, which is interesting in almost all areas. So, we'll just keep doing that so we can have some stats next year to see.

Mark Reid:

Is that a bad thing? Is it better for them to call the administration line versus 9-1-1?

Elyse Haggerty:

So, they're not calling 9-1-1, they call the 840-4000 and say, "I need to speak to records at"...

Mark Reid:

The non-emergency line? I assume a lot of them are still calling 9-1-1 when they should have called this line?

Elyse Haggerty:

We do get the occasional, the first thing they say is, "this isn't actually an emergency, I just need..." but that is few and far between in comparison. 9-1-1 is really used for some people's idea of an emergency is very different than maybe mine or yours. The non-emergencies are, "I need to talk to the records, I need a copy of my report". We are transferring them to the correct phone numbers so they're not all responded on by police.

Korban Lee:

Elyse, you mentioned this, I think I'm remembering this right at our last trustees meeting, you mentioned the data gathering got a lot better in the September numbers. Everyone's numbers about doubled on the administration call table from August to September because we've just got better data. Right? We didn't suddenly have a lot more residents calling.

Elyse Haggerty:

Correct.

Korban Lee:

We were just collecting the data.

Elyse Haggerty:

This was a change for our folks. Anytime we change a workflow, it's going to start out not 100%. So, as we've continued to put out, hey, you need to make admin calls on those calls, we need to get them in the system. People are getting better and better about remembering. So, I think after three or four reminders, gentle reminders, where it was going to maybe become less gentle...people started... It became muscle memory. It's just difficult to make a change like that.

Korban Lee:

Okay.

Mark Reid:

What caused the spike between August and September?

Elyse Haggerty:

I think that's it. It starts to slow down a little bit. Summer months are always insane. We slowed down. I think the numbers even show that. So, from July 79,000 to September 74,000. So, they're not as back to back to back to back on calls.

Mark Reid:

I guess I was looking down on the administration area. Sorry.

Elyse Haggerty:

Yeah. Oh, you're right. So, 53,000 to 49, so it went down about 4,000 calls. We also changed in July... our new schedule. So, we had more call takers from noon to midnight and ten to twenty-two. Which, if you're taking one call and the second you're hanging up, you're taking another, you're trying to get everything completed in that minute and a half of talking to the person to get ready to go to the next. So, they also have to remember that we've changed the workflow. I think they are just getting better at it and they're documenting far better.

Korban Lee:

So, if I'm understanding you right, the first on this administration calls table, when we get to a year from now, we want to throw out the first seven months of data? Because that was kind of the ramp up in collecting data. It wasn't really until the September column that we're getting more complete accurate data. That's partly why the jump, why everyone's numbers doubled from August to September. Am I getting that right?

Elyse Haggerty:

Yes.

Nathan Cherpeski:

We got better tracking.

Elyse Haggerty:

Yeah.

Josh Collins:

Can you remind me how we're going to use this data going forward? What's the purpose?

Elyse Haggerty:

It started when we were discussing the vanity lines for each agency and how that would help with customer service, see if that really is necessary, or if just tracking these. Each agency can go and look and maybe Unified in West Valley, may say it might be worth hiring a part-time assistant to answer questions during bulk times. So, they can have the data at least to decide if fewer calls would help their overall costs each year.

Scott Harrington:

We know the time and day that these calls come in?

Elyse Haggerty:

We can pull all of that. Yeah, we can run a report like that until we get where I feel like it's very solid and we are getting months and months of good data.

Scott Harrington:

See if it's during the regular business hours?

Elyse Haggerty:

Yeah.

Korban Lee:

One of the conversations we had often when Scott Ruf was here was VECC needs to focus on 9-1-1 dispatching. If we as member agencies are sending just our administrative calls, our police record calls, our regular... Hey, we're going to shut down for a Christmas party and send all our phone calls to VECC... VECC's not staffed for that and tracking our administrative calls over time lets us see if we as member agencies are pushing administrative calls to VECC that really we ought to handle ourselves during business hours or the normal course of a workday. Then we can watch and self-correct. VECC is not the 3-1-1 Center for all of us as member agencies. They're just the emergency dispatch center.

Ivan Whitaker:

Right. You said it well, Korban. One of the critical factors when you have a director that's looking at quantifying labor is the failure to add those non-emergency calls or those admin calls, which can account for a lot of work. So, that's another reason why we have to quantify. We have to make sure that we have the staffing to be able to keep up with it. We also have to look at how long it's taken to actually answer those calls because that's a customer service issue or could be for the various municipalities. So, it's important.

Korban Lee:

So, if I'm West Jordan. I'm 10% of the emergency calls, but I'm 30% of the admin calls? I've got an issue and I'm taking advantage of the Center far more than I should.

Josh Collins:

I guess it gets to my underlying question, is this something we're going to use to look at costs for the member assessment?

Korban Lee:

Possibly.

Josh Collins:

That's why I'm asking the question.

Korban Lee:

Yes, right. It became an issue like should the percentage of admin calls you generate be part of the assessment? We had those conversations but we didn't have the data to really know. So, the first step was start collecting the data.

Josh Collins:

Thank you.

Ivan Whitaker:

One of the things Korban, really quickly, I do want to make mention before you go through the next part is now that we know that meeting the mark or the standards are consistent, I wanted to provide some feedback on a little bit of how we got there. So, when I first arrived, one of the things that was blaring and you saw that I did a presentation for you, is that we were equally staffed on every single shift. The issue with that is 75% of the calls come within the hours of 9:00 A.M. and 9:00 P.M. So, we reallocate it but a bigger piece, and I have to give Elyse credit for this, is operational savviness. That's huge in 9-1-1 dispatch. What I mean by that is what's happening hour upon hour that the supervisors and the watch commanders are doing to make sure that we adjust. So, if you have call-outs, maybe your breaks are a little bit different or you're monitoring and have access to the system and you know how well we're doing with answering on phone. So, those are some of the differences that are happening now where they're really keeping up with the data to where before they weren't involved in the data. They didn't know the data. So, now they can see the data and make adjustments based upon what they're seeing and that is under the leadership of Elyse. So, thank you so much for those changes.

Josh Collins:

Do you think that's helping with efficiency and other things like that as well?

Ivan Whitaker:

Absolutely.

Elyse Haggerty:

Absolutely. Our commanders are actually running hours and saying, Hey, you guys got a hundred this last hour. Awesome. They're giving out prizes and they're working with them to, hey, maybe you get to go home thirty minutes early because you took so many calls and I'll sit your channel for you. So, they're really interacting as a team now and I absolutely think it's made a difference.

The last one is courtesy of UPD, they use SpiderTech, which is a way to keep in contact with the citizens that are calling in and get feedback during and give them feedback of, police we're very backed up. It may be a few more minutes before you get an officer to, Hey, now that you've met with your officer, how do you feel it went? Part of their survey includes a question about dispatch, if you were satisfied. For us, we're 4.53 out of 5. 17,000 responses, which is actually quite a bit. This number, I mean this says a lot to me. The citizens are saying, yep, nope, that was great. It was an easy call. We didn't have issues.

Josh Collins:

Is that for conversations with the legislature? I'm asking?

Ivan Whitaker:

Yeah, definitely. Yes, yes, yes. You see the number, that's great, but underneath that we do have data of what the citizens actually said. Which is great. It's a dashboard, so we're going to look at that and take it seriously. Look at the top three things that we can improve and then see if we can get that number up.

Korban Lee:

UPD, the spider survey was through UPD, SpiderTech? Thank you Chief.

Dwayne Anjewierden:

We have a module that we currently run that has SpiderTech. So, it has three current modules, which is the dispatch. It'll look at the dispatch center, it'll look at the officer response and then the agency overall are the three sections that it does. It does a pretty good thing because we call this the Amazon of the call taking world because as soon as the dispatcher, the call taker takes the call, it sends them a text that says, your call has been received and we're working on it. If it goes beyond whatever mark we set, ours is at thirty minutes, it'll send them a text that says, we were expecting delays, we still have you in queue, and we'll send somebody. Then, it'll do that until they send. Then the officer will go take their report and then as soon as the officer clears it through CAD, then it will send them another text that says, here's what they reported it as, here's your case number if you have any questions, here's this stuff. And then, within five minutes it'll send them a survey. We're fortunate here in the valley, the national average is right around between 15 and 17% of people will respond to those surveys. We're up closer to the 25% of our folks will respond. 4.3... I just looked. That is what our folks are at here. Again, the national average is down around 4.7. So, we're well below above what those folks are and this is out of the five. So, we're trending quite well on this. It seems pretty good.

Korban Lee:

Is this 4.53 number just for the previous thirty days?

Dwayne Anjewierden:

This is a running total but I also have also have a month to month.

Korban Lee:

I guess what I'm really asking is, or hoping is we can watch this number over time to see if it's getting better or worse.

Dwayne Anjewierden:

We have a trend chart. Yep. I believe Murry is coming onto this and South Jordan. There's two other agencies coming on, maybe one of them is Sandy.

Korban Lee:

Anything more Elyse?

Elyse Haggerty:

I'm done.

Korban Lee:

Any questions for Elyse on the performance measures or operations report? Anyone online? Okay, let's keep going. Ivan, let's turn the time over to you for the executive director report.

EXECUTIVE DIRECTOR REPORT

Ivan Whitaker:

So, on the executive report line item one, that's just our allocation. You'll see we have a communications officer opening, a training communications commander opening and two part-timers. We're still around 15%

on our turnover. I also put the national average there. The national average as published is about 17%, but if you go and really audit centers, most are between 30 and 50%. So, we're doing pretty decent there. I did put some information about the radio project. Instead of reading through the notes, I brought in Brice to first see if you all had any questions whatsoever about the radio project, any concerns, issues that he can answer. Then, he has some updates for us that he'd like to share.

Brice Rawlings:

Does anyone have any questions yet? So, our cutover begins December 5th here at the Center, it'll go from December 5th to the 7th. Also, starting December 5th through the 12th are going to be the radio reprogramming for the agencies. We've sent out sign-up sheets for the locations. I've been in talks with the director, Matthieu, at UCA. On those dates and they've asked, on the 5th, if you can just do non-essential radios for that first hour or two. We start the cutover at 8:00 here. At that time, what they're going to do is switch over the migration rack. We have a 10 radio migration rack out in the prime site here. There's 10 radios located at the Central Utah PSAP to give us that 20 radio migration that we've all talked about. It's your primary lease channels. Then, for fire, it's the one through three channel for that. That's for anybody that has not had their radio touched at the soft cutover back in May or if you're having issues with your radios.

We did some testing earlier this week and the last week prior. They've had a couple issues with radios that are just bonking and they've asked to turn the scan feature off during this cutover to see if that helps it. We've also forwarded issues from that testing that had those issues to Director Mathieu at UCA. She's had some people come down to fix those problems. If you have your own radio person that can program them, get in touch with UCA and have them do the radio, the dongles or the keys.

Mark Reid:

So, they will let us do that then because there was a little bit of pushback on that.

Brice Rawlings:

That's what we've been told.

Terry Addison:

They meet with Tina last week and the only caveat is if they're Motorola radios, you have to have a Motorola specific dongle or flash drive, whatever they're using. We have to buy that from them or get a used one and you have to have appropriate cables and software. They will allow you to do it.

Brice Rawlings:

So, the programming is at different locations. UCA has them set up at UDOT Station 227 in Draper on the 5th and the 6th and then the DHHS Warehouse in Salt Lake City on the 5th and 6th as well. They'll be working from 0800 to 2100. They've asked us to ramp it up after the first two hours and then ramp it down towards the end of the night but they'll stay there until they get them completed. They have four teams that are going to be working on at different times and then we have the weekend. I don't know if they're going to be programming on the weekend. Depending on how good or bad it goes on that cutover day, they probably have to work the weekend maybe. The following Monday and Tuesday they will be at UDOT Station 231 in West Jordan and then at UDOT Station 233 at Cottonwood Heights. And then, on the 11th through the 12th they will be at Murray Station 81 and South Jordan Station 64 for the programming in that. Those are from 0800 to 2100 as well except for that UDOT Station 233. They're going to do it from 7-22. Anybody have any questions or concerns about this cutover?

So, we've been in talks with Salt Lake City 9-1-1. They're going to go live Monday, Tuesday, and Thursday. At that time, they'll be completely on the new P-25 system. So, for agencies that are responding into their area for mutual aid... So, for like Sandy and Salt Lake City Fire and PD... For us going in to them, we can respond on their P-25 channels if those radios have been programmed on those three zones for the soft cutover. After the cutover, they're all going to be on that P-25 system. So, if they're responding into the VECC agency areas, we've got a system in place. They're going to program the old event zone in the Salt Lake City radios so we can patch when they come into our area, we can patch them to that event channel to our agency legacy channel for mutual aid. I think that's the best way to get the coverage that we need for the time we do the cutover. After the cutover is finished, everybody should be on that P-25 so it shouldn't be a problem. So, that's kind of how we're getting around that.

Korban Lee:

That patch... just for the 5th and 6th, they're all the way from the 5th through the 12th?

Brice Rawlings:

Yes until the 12th, until everybody gets fully reprogrammed. We will have that capability. We won't leave it on the whole time, but if they're responding into our area, we will consider that time to whatever agency's responding. That way, they can communicate with the agencies that are handling the incident. Any other questions?

Dominic Burchett:

I don't know if this is more of a UCA question, but I've been told from my team that, because we're going to be doing the programming, that the templates aren't 100% done on the UCA side of you. Have you heard anything about that?

Brice Rawlings:

We asked to have them. We talked to Tina last week and she said to have the agency send in their templates because the ones that we had didn't look correct. What agency are you with?

Dominic Burchett:

Unified Fire.

Brice Rawlings:

So, I don't know if we got yours or not. If you have an updated one that you need sent out, send it to us and we'll get it to Tina so they can have that correct load. Will that work for you?

Dominic Burchett:

Yep.

Brice Rawlings:

If you can get that as soon as possible to us, we'll send that out to Tina and hope they see it and get it.

Tyson Montoya:

Good question, Chief.

Dominic Burchett:

Korban, just for reference, we're dealing with that cutover issue with Utah County right now. They went over last week I believe, right? Or just recently. So, we're having to do that same thing that we're going to have to do with Salt Lake City with the transition of the cutover, the soft cutover. So, I am just asking my ops chief if there's been major issues with that and I haven't heard any yet.

Korban Lee:

No major issues with the soft cutover and are they doing a similar patch?

Dominic Burchett:

Patch. Yeah. So, no major issues there. I think we can get through it for a couple of days is what I'm understanding.

Korban Lee:

Doug? Kevin? Jared? Can't see Dustin. Any other questions, Mike? Okay. Very good. Thank you for managing this big project.

Elyse Haggerty:

That's Brice and Ambir, our commander are really the reason this is going to work out here at VECC.

Ivan Whitaker:

All right, so moving forward to request through Autura if you can recall, I brought some information to the board to see if there would be interest in Autura and their tow dispatch services. There was interest. Met again with the chiefs. Also, we had a meeting last week with Autura. The big piece internally to make sure that we can handle the lift is the accounting software that we have, the data that we would receive from Autura and having the ability to be able to charge the tow vendors, giving it to us in a format that can be uploaded into our accounting software to where it can auto bill. So, we had that meeting. My next step is to get with Tyson to make sure that everything is satisfied from the accounting side. Once he gives me the thumb up, then I'll come back here and do an official proposal. So, it would have the timelines and everything above.

Scott Harrington:

So, on the accounting software, are you going to have to buy an additional module, their AR module?

Tyson Montoya:

No, it's going to be a CSV that we're going to be able to upload through Caselle. This is going to be kind of a matter of how often we look at that billing and that rotation cycle as well.

Scott Harrington:

Are you able to do that with staff on hand, handle the billing and that type of stuff?

Tyson Montoya:

Yeah.

Scott Harrington:

Great.

Ivan Whitaker:

UKG, you want to provide an update on that Tyson?

Tyson Montoya:

So I'm meeting with UKG tomorrow, actually, to finalize our ongoing issues. I hope to have this off the agenda next month. So, we have a couple of things that we are still ironing out with the team over there. These things are big implementations. We're a big organization and we use a lot of their module. So, it takes some time to get things ironed out. So, we're just in the final stages getting all that wrapped up.

Korban Lee:

There was a time, a couple months ago, you were fed up and about ready to pull the plug. Is that not the case anymore?

Tyson Montoya:

Well, I've come to accept that, yeah.

Ivan Whitaker:

Yeah, we don't want to chase the shiny bubble and so there's things that we're doing internally to make them own up to the contract.

So, number five, we've already spoken about the state mandate called transfer rate less than the 2%. We've talked about the issues with CAD to CAD and we'll continue down that road. Overtime, sick, vacation, and leave hours. We're monitoring that very closely. On page 12 at the top, you'll see that in overtime, when compared to 2024, you'll see there's about 106 hours that we're up in overtime, which is why it's red. You'll see that little red next to it, the number. We're in a good arena when we're looking at sick leave. So sick leave continues to be down and vacation continues to be up. So, we're providing more vacation, there's less sick and overtime is really not that bad as far as the hours. What's hurting us right now, with overtime, is the amount that we're spending. So, per hour the amount that we're spending is different from last year. We're up. So, we're trying to actually have a meeting this afternoon to really go through why that's happening. If we're utilizing certain individuals that make more money.

The VECC Staffing competition and Tech Analysis, I'll be handing that over to you shortly. So you'll receive two analyses. One is from me on the state of the dispatch center, what should we be working on, where are we with staffing, just everything that we could think of to actually put in an analysis to show you kind of where our strengths are, but also where our weakness is and what we need to be working on. In addition to that, we also have an RFP that just closed today for an external vendor, and that was a requirement of the State. And basically, it's a general health analysis that we'll have that finalized and turned over. February the 28th is the deadline for that. So you'll have a comparison, mine versus theirs, and I'm hoping it's similar. But if I'm missing something, I'm sure they'll flush it out.

We have the state mandated crash report. Thanks to all of the police chiefs for moving that forward and Chief Jeff Carr for his work with that. We're at a point of testing now, so we're on par to meet that number of deadlines. Versaterm has moved that forward. And so they just reached out to me yesterday saying that it's ready for testing now, so that's very good.

AVL, we've had some inquiries about AVL and some challenges that we're actually looking into and have been looking into. This has actually really been a hot topic over the past few weeks. And so what we did was we secured some data from Matt, which is our GIS coordinator from a routing perspective, the CAD will say, "This is how much time it's going to take the unit to get there," and then we have the actual real time. We sent that data, it's a year's worth of data, over to Versaterm to take a look at to see if there's major differences. If there's major differences, then we know that we have an AVL issue. If there's not major differences or the percentage is low, then that's something that we all need to discuss. Is that deficit acceptable? So we're really trying to drill down into, see how big of an issue this could be with the data that we sent over to Versaterm. Any questions about AVL?

Innovation Day, we had that on November the 5th where we had seven of the top 911 vendors in the country actually come out and show their stuff. One of the reasons we did that is, again, when I first arrived, the way we talked about technology and what we knew, good technology, but I also knew that there was a lot out there that wasn't known. And so to bring those vendors in and to be able to present to our folks, we had about eight different dispatch centers represented as well that came, and it was phenomenal. I had other dispatch centers reached out and said that they wish that they could have been here as well, and would I do this again. Elyse, anyone want to talk about Innovation Day?

Jonathan Bridges:

I think the real takeaway, for me, was seeing some of the technology that we didn't really know existed out there. We've been in more of a model of fix and break. I mean, on the IT side, that's oftentimes where we are. You fix things when they break, you do updates, periodic updates, and upgrades, and that. But there's a whole piece that we have missed. And that's that real forward-thinking, proactive approach to what tools are out there that will help us actually achieve our goals better. And the systems that we were shown, every single one of them, we were all just, the IT team, we were super excited about what we saw, because we didn't know some of this existed. And it's going to change the way we do business.

Korban Lee:

You say seven of the top 911 vendors came and you saw, like what? What were the vendors? Were they CAD vendors? Were they phone vendors?

Ivan Whitaker:

I'll give you an example. We're struggling to do QA right now. You have to have an individual that will listen to an audio and then use a format to say whether a person did X,Y,Z during the call. And then you have to provide constructive feedback to each of those individuals on a set number of cases. There's a percentage of number of cases that you have to review for generalization to know across the board what we should be working on as Center. AI right now will review those cases, not 3% that we're reviewing, but 100% of those cases. And they will review 5,000 cases in about five minutes. So while we're trucking along to click, click, and not only will it do that, but it will create simulations that the communications officers can talk into and based upon what that individual is struggling, it will provide them with simulations and change those simulations based upon what it knows they're struggling with.

Nathan Cherpeski:

And this is a specialized AI for dispatch centers that we looking at?

Ivan Whitaker:

Yes. And it goes off of your standards. So it learns your standards. Really simple stuff. So those are the type of things. Or for example, dashboards to where I'm showing you Excel sheets in this meeting, which I shouldn't be, where every single element in the CAD field, it will auto-create the dashboards that you need and you can actually configure in real time the BI dashboards of what you want to see. And we can break it down by agency, we can break it down however you want to do it. And it can be done in minutes. So right now you were asking Korban why we're struggling to bring specific data to the table. And I'm asking the same question. I'm like, "Oh, I get why, we have to do an export out of CAD. It goes into an Excel sheet. We have to crunch those numbers to get to a point of meaningful data." That shouldn't be the case. So they sell dashboards, right?

Mark Reid:

Has Versaterm started down that path?

Ivan Whitaker:

Versaterm has some reporting, but it's not as dynamic as what you would need to see. It's just distribution data. But you're not going to look at it and say, "Oh, we need to be, this is a deficit, this is an issue here." Even they saw we had one data dashboard group, which was First Watch, where you could see from the fireside, the hospitals, their turnaround times, the average turnaround times and to know whether to take a patient there or not, because you're going to be delayed because the turnaround time is so long. It's that type of information, usable actionable information based upon your operations.

Tyson Montoya:

Yeah, the KPM modules are awesome to look at, too. You can do it in real time as well, so pretty interesting to see.

Ivan Whitaker:

Yep. I'll give you another example. We've been struggling with language translation, right? So you have to now when someone calls in, you have a language translator, it takes you minutes to get them on the line. Well, they've seen AI that will basically, okay, this person speaks Spanish. Let me translate it for you. This is what they're saying. I can see what they're saying. You could press a button that already has pre-loaded sentences in and ask them their address. You're communicating in English, you're saying it, and it's communicating to them, translating it to Spanish in real time. And you can have a conversation without getting a translator. Field providers, instead of calling us and saying, "Hey, we need a translator," press of a button it could be translated in real time, they're just talking into their phone.

Nathan Cherpeski:

AI systems are closed systems, right? They're not open systems that you're putting CJIS data into?

Ivan Whitaker:

Correct.

Korban Lee:

Thank you. Questions online?

Ivan Whitaker:

All right, I'll rip through these. I know we have another part to go through. Our disaster management drill that occurred last week as well. We simulated level seven earthquake. And again, we talked about that. There's more to follow with future drills. Qualtrics, we have a survey that is coming up. It should have been done in October. We had to push it a bit. But that survey is employee engagement and culture, and we'll get you the results of that survey. We just want to know where we are with our culture and how people are feeling on the floor. And then we'll have a strategy on how to improve that.

UPD reorganization, that's pretty much done. The only thing that's remaining is the transition to the L3 Harris radio and then Salt Lake City 911, they're transitioning to APCO and Telecom, which is the emergency medical dispatch protocol that will take place in January and the airport is transitioning in December. So we'll all be on the same protocol.

2024 AUDIT REVIEW

Korban Lee:

Any questions? Okay, if we go to Tyson's part of the financial part, I just want to note, Marcus joined us from Keddington & Christensen, Marcus Arbuckle, if I remember right. Welcome. Tyson, we'll turn the time over to you.

Tyson Montoya:

Everyone has a copy of the audit.

Marcus Arbuckle:

Thank you. I'd like to thank the board for the opportunity to audit Salt Lake VECC. As part of an audit, we're required to report several things to governance, and we consider the board to be governance. And part of your responsibility is to oversee the financial reporting process where management is responsible for the financial statements. And an audit does not relieve governance or management of those responsibilities. And so as auditors, we come in and we prepare an audit in accordance with generally accepted auditing standards and government auditing standards and then we issue three reports.

The first is the independent auditors report. It's on page one of the financial statements, but it's an opinion. Once we've completed the audit, it's an opinion on the financial statements. So the actual financial statements and the footnotes. We've issued an unmodified or a clean opinion on the financial statements. We bill based on our tests and audit that these financial statements are materially correct.

The second report that we issue is a report on internal controls. And so this is part of the government auditing standards, but we go over all the internal controls that are directly related to the financial reporting process. And so we look at the internal controls over the cash receiving process, the cash disbursement process, the payroll process, and then the financial close process and we make recommendations as needed. And we do have one recommendation, and it's related to the financial close process. Just this year it seemed like there's a little bit of extra where once we got the trial balance, there were some areas that needed adjustments to get the financial statements in accordance to a gap. I mean, Tyson didn't start until, I don't know, mid to late July so it was after year end and he dug in and figured everything out, but there were several adjustments and changes that needed to be made to get the financial statements where they needed to be. And so we just recommend, and I think Tyson's already done that, but implement a stronger process at year-end and month-end to make sure you have reconciliations on all balance sheet accounts, make sure they reconcile. It's definitely recommended to have somebody double check the reconciliations. Somebody that didn't do the reconciliations, have them double check and just make sure, yeah, everything matches up. So we just recommend that. Any questions about that before I go on to the next one?

Korban Lee:

Tyson, will you respond on that?

Tyson Montoya:

Yeah, no, I think Marcus touched on it great. A big portion of it was we moved a lot of our work in progress from fiscal year '23 and we expensed it in '24. And as part of that process, we needed to capitalize it prior to year-end. We needed to capitalize it as we brought the asset on our expensive asset. And so going forward, everything that needs to be capitalized, we're doing it on a monthly basis and it's against the statement. And then that roll up is eventually rolled into the financials that get reported here. So that's kind of the big hurdle that we had this year. There were some issues with payables, but that was directly related to the fixed asset side of things. So getting those back in line, specifically the subsidiary ledgers. So there's a little bit of a learning curve, but we got it all in place and we got it all figured out and we're in good shape going forward.

Scott Harrington:

So are we all right on separation of duties and controls?

Marcus Arbuckle:

Yes, I know in the past we've had some recommendations with the accounts payable process, but I feel that what's in place, the checks and balances are good there. And overall, I mean they do a good job just this year, just some areas on the balance sheet that just need to be cleaned up a little bit and checked and double-checked. But I am very confident, I mean, Tyson was able to dig in and figure everything out and get everything squared away. And so I know going forward that's not going to be a problem. But we just as auditors, when we find anything, we're obligated to present that to the Board so you know how things went. But I feel, yeah, things should be corrected going forward.

And the third report that we issue is a report on state compliance and every year the state auditor's office comes out with a compliance guide. This year, the areas that we tested were budgetary compliance, fund balance, fraud risk assessment, cash management, and the Open and Public Meetings Act. And in all the different testing that we did in these areas, we have no findings. Everything was good, and that's not very common. We typically have one or two findings that every government entity that we do the state compliance testing on. So that's a great job to the management and staff and everyone involved. We didn't find any issues with state compliance, so that's rare and that's good. So keep it up on that.

Korban Lee:

Marcus, can I ask you about that? Compliance with open and Public Meetings Act requirements, I feel like we're pretty good on posting agendas, posting minutes, taking public comment, all that stuff. Required Public Meetings Act training by trustees, those of us here and actively participating as trustees do it and report it and give Tyson or Ivan our certificates that we've done it. We've got a couple of trustee members that are technically trustees but kind of MIA from this board and we have a hard time getting any response from them on that they have done their training, what do you suggest?

Marcus Arbuckle:

And I originally had a proposed finding for that, but Clint and Tyson talked to me a little bit more about that, saying that they haven't been to board meetings in years. They have no voting rights on the board. And so I talked to Seth up at the state auditor's office and told him what's going on. And he said, "Well, if they don't have voting rights, I'm not worried about it, so don't write the finding."

Korban Lee:

Okay.

Marcus Arbuckle:

So that's what we went with.

Korban Lee:

Thank you.

Marcus Arbuckle:

So we did look into that. We take fraud procedures very seriously. We ask people on governance, we ask employees different questions if they're aware of waste or abuse or fraud or just things like that. And I'm happy to report we didn't find any instance of fraud. You know we feel that the accounting system is adequate, that it is reliable. In footnote one, it discloses all your accounting, your policies. There weren't any uncorrected misstatements. We didn't have any disagreements with management. I mean, overall things went great and we'd just like to thank Tyson for all that you did and for the whole team. I mean, it's a group effort. Ivan helped out. I mean, there's a lot that goes into these audits to get ready for them, and there's a lot of tests and questions and things that we have to go through, and it was great to work with Tyson and with the rest of the staff.

Tyson Montoya:

I'd also like to thank Jodi Morris. She's a big part of what we do here as well. She's our payroll and AP accountant and she's a lifesaver. So I thank you Jodi.

Ivan Whitaker:

Yeah, and I'd just like to chime in. Tyson and I are so heads down with what we're doing that I don't often get to thank him as much as I want to because we're just working. But for him to come in and be part of this audit, I mean first week we're talking audit and to get to a point where we are now, phenomenal job, Tyson, so I really appreciate everything. He was a perfect choice of coming in to help us out at VECC, so thanks.

Marcus Arbuckle:

Any other questions?

Korban Lee:

Trustees that are online, do any of you have questions for Marcus about the audit?

Dominic Burchett:

I don't have a question. I just want to make a statement that I think that with Tyson and Ivan both the changes that have been made, it's just awesome to see. So thank you both.

Korban Lee:

Thank you, Chief.

Marcus Arbuckle:

Okay, thank you.

Korban Lee:

Let's keep going through the finance director's report.

FINANCE REPORT

Tyson Montoya:

24 is done officially. We can move on from that. On 25, we are currently at 49% of budget and total revenues. You can see our franchise tax is about 35%, which is right on par of what we'd anticipate this year. We should be about 33% of budget through the fourth month. We have our member assessments. Those are going to be and have been at 50% since July. Just as a reminder, we're going to do another assessment billing in December. So just wanted to make you aware of that. Those invoices will be forthcoming here in the next several weeks. So we're currently at 50%. Once we bill those out and get the reporting done, it'll probably take a couple of months for that to come in through the income statement, but those will be at 100%.

Our interest income is right on par. Our miscellaneous income is a little bit under what we anticipated, but that should true up through the course of the remainder of the fiscal year. Pass through revenues I kind of have talked about this in our last few meetings. We underestimated our pass through revenues. So in January we're going to have a budget revision to correct that, to bring that up in line with what it is going to be. Right now you can see it's at 246% of our budgetary estimates. So that $830,000 is going to be moved into the budgetary column to get that back into alignment. Plus any additional new add-ons that you have added on that are going to official pass through costs for us. So we'll make sure that we include that by the January budget revision.

So at present, we're at just over 10,000,000 in total revenues. I'll stop there to ask if you guys have any specific questions on where we are with revenues. No? Okay.

The next item is our personnel expense. As an aggregate, we're at 35%, which is a little bit higher than our budgetary estimate there. Most of that is in the part-time wages, the overtime and the incentive on call. You can see that they're at 41, 45 and 46% respectively. Those numbers, we have an internal conversation going about figuring out a way whether or not we either need to do a revision on that or if we can streamline some of the workflow and the way that the organization is structured in terms of hours worked to see if we can get those numbers back down into closer into alignment to our budgetary estimate.

Mark Reid:

So is that seasonal?

Tyson Montoya:

It's not really seasonal. We just under budgeted our overtime hours. I think last year we had a similar problem. So we budget eight hours of overtime per employee and we're in a situation where we don't have enough staff to cover certain shifts. So we have staff covering that and that adds into that line item in there.

Nathan Cherpeski:

I would just say the actuals for the last two years are higher than our budget. So again, there may be some management things you can do with that, but we probably maybe have been unrealistic in our budgeting.

Tyson Montoya:

Yeah, it's a fair point. So we might need to do a revision in that if we annualize that 5.895 figure, we're going to need to do about $1,000,000 budget revision in personnel if we continue on our current path. So the other line item that's high that's directly related is our 401 contributions. And those, as you know, those are tied directly to gross wages, so overtime is included in that. So that's why that's a little bit higher than our budgetary estimate there. But as a whole for personnel, we're at 5.895 million and that's 35% of our budget. Any questions on that personnel side? I know it's a lot going on there. Korban, do you have any questions on that? Anybody online?

Dominic Burchett:

You mentioned that there potentially could be $1,000,000 revision here on the personnel. Is there going to be a plan in place before too much longer?

Tyson Montoya:

Yeah, I took that figure and I just annualized it out. So at our current pace, we would need to do $1,000,000 revision, but I think have some practices and some things that we're going to try and implement before that that will bring that number down. So hopefully we won't need to do a revision at all personnel, but we're going to look at it and bring it to you guys in January.

Dominic Burchett:

Nathan mentioned this too. When I first reviewed this, I thought overtime was actually down from what it has seemed to track in previous years. Do you have off the top of your head where we were last year in comparison to this?

Tyson Montoya:

I don't have the last year number, but our ending last year, year to date was just over $1,000,000. But I can send you where we were exactly year to date this time last year if you'd like.

Dominic Burchett:

Yeah, I was just curious. Thank you.

Tyson Montoya:

That's a good question. Anyone else?

Mark Reid:

Maybe this is a question for Ivan or Korban, but do you see any legislative changes that may be coming up in February, that might affect our revenues?

Tyson Montoya:

In December we're moving from $0.73 To $0.75 so that will add about $400,000 to our revenues.

Korban Lee:

What about the carrot money. When we made our performance measures, we'd be eligible for...? I want to say it was like a half million dollars, or something. It was a pretty good chunk. We haven't gone after that here before, or used that. Is that an option?

Ivan Whitaker:

I need to meet with Senator Harper on that. I'll tell you one of the challenges in reading the legislation is every PSAP, or every dispatch center in the county has to beat the qualifications, in order for one to get the carrot money. So, Salt Lake City 911, I'm going to be requesting a meeting with Lisa, "Where are you?" because, we're meeting it. So if we stay on the same trajectory, we're good.

Korban Lee:

So, both us and Salt Lake? And UHP? Or, does UHP count as a separate PSAP or no?

Ivan Whitaker:

I think it's just us, and Salt Lake City. So, that's the concern that I have, is yes there's a line item in there that says all PSAPs in the county.

Korban Lee:

So, we've had years where we weren't meeting it. Were we keeping Salt Lake from getting that money. I thought Salt Lake was getting that money during that time.

Tyson Montoya:

Not from UCA.

Mark Reid:

It's either that or they weren't close either, and didn't get it.

Ivan Whitaker:

If we stay on the same trajectory, yes, we would qualify. But, I'd need to get with Senator Harper beforehand, and talk about that legislation to see. And, we've had a meeting about if we wanted any changes and, that's one of the ones, that I'll be proposing.

Korban Lee:

Mark, good question.

Tyson Montoya:

Expense in admin and operations. Really the main things I want to call out, are the software maintenance. And, I know I've been talking about that for the last four months, as well. That's the other budget revision that's directly tied to the pass-through revenues. So again, come January we're going to get that back in alignment. Our facility maintenance, is a little bit high. But, I think overall through the course of the year, I don't think that we're going to have any issue with that. I think we're going to fall into alignment with budgetary on that. And then also, professional services is a little bit higher and, I think that is directly related to some of the additional legal services that we've needed, and just professional services that we've had that we didn't budget fairly. So, we might put a little bit of extra money in there for PS. But outside of that, that area is looking good. The professional liability insurance, that's an annual prepaid so that's not going to go anywhere. So overall, as I mentioned, our total revenues are at just over $10 million. Our total expenses are $8.4, so that leaves us with a net profit of $1.8 million.

Ivan Whitaker:

Korban, I do have a question about the pass-through. So, is this something that we need to take to the financial committee? My question would be just that I don't think we've got it right predicting what those pass-through monies would be, which is throwing off the budget. And so, we want to do a better job with that next year. But, if you have a municipality that says, "Hey, we want to purchase IAPRO. We want to do this," or, "we want to do that," and it's a part of the consortium, it's very tough to predict are agency's actually wanting that. And so, we don't want to say, "No, we can't do that, because it's not in the budget if they need it." But, at the same time, we're having challenges with that.

Korban Lee:

It would be a good conversation to have as the finance subcommittee, as we prepare next year's budget. How to budget for that, or if that can be called out separately because, it is outside of your control. And, as a straight pass-through, it's independent of VECC’s operating budget.

Nathan Cherpeski:

So, it's a straight pass-through, from an agency. And, I know we don't like to put up budgets, and amend them but, maybe you can do that quarterly. And here's how we're going to do, just to control it. I'm thinking how you would do it in a city. You're just, when you go to buy it, you're going to go ask your counselor first. Right? To make sure that you have the budget. And so, I think that's just one of... maybe it's a management, maybe it's not. Maybe it's at the board, trustee level. We need to figure out how are we going to handle these requests, that are coming from our agency's mid-cycle. And, maybe we want those. But, just talking, "Yes. If we're going to do that, we're going to need to amend the budget to account for it." My understanding is, those pass-throughs are coming through and, they're dollar for dollar. They're going to be spent below. So, there should be a zero to VECC so, I think we need to talk about how we want to do those.

Tyson Montoya:

Yes. It would be great to have a meeting during a budgetary cycle to get your soundings and feedbacks on what you guys are going to want for the future. I know it's probably really hard to predict things like that. But, it would be great to have an in-depth meeting with your technical services team, or your admin team, whoever's looking at purchasing this things and getting soundings from them on what they really want to pursue next fiscal year.

Nathan Cherpeski:

I think that'd be good for the projection but if somebody comes in mid-budget, "Hey, we've got this software." Maybe it works for Versaterm. "We're going to use this AI in our department." I don't think we want to tell them, "No." But, I think as an agency, if we know that's coming, and they're signing something. They're going to pay for it. We just need to amend the budget. Say, "Hey, here's new revenue. Here's new expense. I'm saying if they come in, and we budget based on what you're saying. But, if somebody's making a change, then we would amend it. Right?

Tyson Montoya:

Yes.

Nathan Cherpeski:

And, maybe at that point, it's at an ops board. Say, "Hey, we want to add this." If a bunch of people are doing it, we'll figure out that cost. And, we amend the budget. Because, I don't think any of our chiefs are coming straight here saying, "Hey, add that" without having had a conversation even at a city level yet. Can we afford that?

Tyson Montoya:

Yes. That's great.

Korban Lee:

Can you run it through a separate fund, and create a separate fund, just for that?

Scott Harrington:

We can create a separate fund for that.

Nathan Cherpeski:

It's a conversation. If the ops people are coming and saying, "Hey, we're going to add this." And, we know what that is, we ask, okay, "We're going to do an amendment. Who else is adding?" We just do it. Because it's a zero to VECC, I'm more comfortable just amending the budget to do that. It's not us taking it. We're going to recognize a revenue, we are going to recognize an expense and they will zero out.

Mark Reid:

So, years ago when we were in the middle of converting, and in disaster mode, we had an agency come to us and said, "Hey, we want to join you." Are we past that now, that we could actually consider another agency coming? Or, do we ever even want to consider it?

Korban Lee:

It's probably something we should agendize and discuss at a future meeting. We do have UFA currently asking... Chief, correct me. UFA is really studying whether they want to ask whether or not VECC would take on Eagle Mountain, as part of UFA's service area. So, the bigger question of do we want to take on any service areas outside of Salt Lake County, and outside of our current member agencies, is a conversation we need to have in the next few months because, I think UFA is going to potentially push the question forward.

Mark Reid:

Do we have enough capacity in our answering room, to handle something like that? Are we able to attract enough employees?

Nathan Cherpeski:

I assume it would depend on who you bring on. Right? What their volumes are, and what their demand is. I agree with the chair, Korban, I think we should put it on an agenda, and talk it out, and see where we stand. So, do we have to change our acronym, if we start adding other valleys?

Korban Lee:

We'll put it on. Tyson, will you add that to a future agenda? Let's talk to Chief Burchett, about timing on UFA's issue first, and see maybe when we should bring this back.

Dominic Burchett:

Korban, I think the way you phrased that, was perfect for me. It's just that we're studying it, as an option. No decisions have been made at all.

Korban Lee:

Thank you Chief.

Tyson Montoya:

The next slide is our cash position, any balances as of October, Wells Fargo, and then our PTIF. You can see the various activities that happened in the month of October. Over to the far right, you can see our total. You see that's our ending net cash position at $3.3 million. Any questions on that?

Nathan Cherpeski:

It's a lot better than it used to be, when it was hovering around zero, and you were begging us to pay early and I've only been here for three and a half years.

Mark Reid:

So, we had some targets on fund balance. Do you know how we're doing?

Tyson Montoya:

Yes. So, we are over the fund balance target and we'd like to stay there possibly.

Mark Reid:

I couldn't remember what our target was.

Tyson Montoya:

It was 10% of Personnel budget.

Nathan Cherpeski:

I was wondering if we should revisit that policy, and look at two months of operating, just as a goal.

Tyson Montoya:

I would love three, or even four months.

Nathan Cherpeski:

I think you have a max. Because, at some point, you're like, "Why are we giving you so much money?" So I think we need to probably discuss it.

Korban Lee:

That's a good topic and policy for the finance subcommittee to reconsider. I will say I was on the finance subcommittee when we debated it two years ago. Chief Evans, I think you were there, and Mark, Scott. It was a healthy debate, as how much of a fund balance should VECC have. And, at the time we were really, really low. So we thought it'd take us five years, to get up into the range. We got up into the range, in two and we're all very happy about that. And, we should congratulate ourselves about that.

Mark Reid:

Plus, we have a large one-time cost looming over our head.

Korban Lee:

Yes. But, the philosophy was, VECC's operations generally don't fluctuate a ton. Therefore, we didn't feel like it really needed to be four months of operations. But, it's something the finance sub-committee ought to re-evaluate.

Tyson Montoya:

And, we're talking about buying new software, and enhancing the operations center. So, some of that reserve is going to ultimately be expensed to that. So, there's a lot of things that we're kind of discussing.

Nathan Cherpeski:

I think we're going about an operating reserve. If for some reason the state can't provide the franchise fees, something happens on their end and they're stuck, they're delayed for a few months, we don't want to be in a cash crunch here. So, I think it would be good for the finance committee, to discuss it again, and bring it back.

Tyson Montoya:

This is our check register. The big ones at the top are our payroll. I'm happy to share, we have fewer employee checks in this list. So, we're using more P card and less expense reimbursements. Do you have any questions on the check register at all? Those are great questions. Thank you.

NO CLOSED SESSION/MOTION TO ADJOURN

Korban Lee:

Can I put in a plug, before we go on? Just in this brief conversation, we just mentioned in reference the finance sub-committee a couple of times. The finance subcommittee is going to start firing back up in January. This would be a good time if you have an interest in being on that finance sub-committee, to be a part of it. I think the makeup of the finance sub-committee is healthy when it changes a little bit from year-to-year. Some institutional knowledge and carryover, but also some fresh faces on that finance subcommittee, would be helpful. So, if any of you are willing to be on the finance subcommittee, that would be great. It'd be good to give Tyson some support from the trustees. Okay. I don't believe there's any need for a closed session today. I'm not sure if Scott Young is still on with us. Scott, are you still joining us?

Scott Young:

Yes. I'm here, but you're right. There is no need for a closed session.

Korban Lee:

Okay, so let's go to agenda item number 11. In my plea to ask for involvement from trustee members, whether it be on the finance subcommittee or otherwise... I've been the chair for three years, and I was the vice chair for two years before that. I'm ready to move on. I think you're all tired of me.

Historically we've had a rotation of the chair and vice chair as changing every January and doing a one-year term as vice chair, leading into a one-year term as chair. We got off that schedule a little bit when Chief Peterson was leaving, and as we had turnover and we were looking for a new executive director, and then as Tim Tingey left and was supposed to become the chair this year.

My ask is if any of you are willing to be the vice chair or have an interest in becoming the vice chair of the board of trustees starting in 2025, will you please reach out to Scott or myself? If we don't hear from anyone the next week or two, we're going to start calling and arm twisting. But, I would like to consider at our next trustee's meeting a nomination for a 2025 vice chair, so that we can consider that nomination in December, and in January make it effective, that Scott becomes the chair, and we have a new vice chair take a seat. That's my request. Consider it. Give one of us a call if you have an interest.

It's a really great way to serve, and it does help you get to know VECC better. And, it's not a huge time commitment. Ivan and Tyson do such a good job. And, Elyse runs the operations so well. It not a huge time commitment. But it does require an extra half hour to hour meeting each month, as you review the agenda and talk over issues leading up to the trustees meeting.

With that, I'll look for a motion to adjourn.

Nathan Cherpeski:

Ajourn.

Josh Collins:

Second.

Korban Lee:

Motion by Nathan Cherpeski, second by Josh Collins. All in favor say aye.

Group:

Aye.

Korban Lee:

Thank you everybody. We're adjourned. Our December meeting is over Zoom.

Motion –
. . . by Mr. Nathan Cherpeski, to adjourn the meeting, the motion was seconded by Mr. Josh Collins; the motion carried unanimously.

The meeting adjourned at 3:35 p.m.