



Salt Lake Valley Emergency Communications Center

Board of Trustees Meeting Agenda

Date | *Time* 4/9/2025 2:00 PM | *Location* 5360 South Ridge Village Dr., West Valley City, UT 84118

Agenda Item #	Agenda Topic	Presenter
1.0	Call to order and introduction of visitors	Scott Harrington, Taylorsville
2.0	Review and consider the approval of March 19, 2025, Board Meeting Minutes	Scott Harrington, Taylorsville
3.0	Public Comments (<i>Public comments are limited to 3 minutes unless otherwise approved by the Board</i>)	Scott Harrington, Taylorsville
4.0	Operations Board Reports	
4.1	Police Operations Advisory Board Briefing	Shane Taylor, Chief, Riverton
4.2	Fire Operations Advisory Board Briefing	Clint Smith, Chief, Draper
5.0	Awards and Recognition	Ivan Whitaker, Executive Director
6.0	Operations Report	
6.1	Performance Report for March	See attached report: Elyse Haggerty, Chief of Operations
6.2	UCA Radio Project Update	Ambir Widdison, SLVECC Fire Commander Brice Rawlings, SLVECC Facility Maintenance Manager
7.0	AVL Pilot Project Status Update	Ambir Widdison, SLVECC Fire Commander, Ivan Whitaker, Executive Director
8.0	Executive Director Report	Ivan Whitaker, Executive Director
9.0	Financial Reporting Items	Tyson Montoya, Chief Financial Officer
9.1	Financial report for March:	See attached report

	<ul style="list-style-type: none"> • Attachment: FY25 YTD Budget Actual 	
9.2	COLA Discussion – Carryover from Previous Meeting	Tyson Montoya, Chief Financial Officer, Ivan Whitaker, Executive Director
9.3	Proposed Budget Amendment 2025 Budget: <ul style="list-style-type: none"> • Attachment: FY25 Budget Revision with Resolution (2025-03) 	Tyson Montoya, Chief Financial Officer
9.4	Adoption of Fiscal Year 2026 Budget <ul style="list-style-type: none"> • Attachment: FY26 Original Budget with Resolution (2026-03) • Attachment: FY26 Revised Budget with Resolution (2.5% COLA) – (2026-04) 	Tyson Montoya, Chief Financial Officer
10.0	<p><u>Closed Session (if needed)</u></p> <p>The Board may consider a motion to enter into Closed Session. A closed meeting described under Utah Code Section 52-4-205 may be held for specific purposes including, but not limited to:</p> <ul style="list-style-type: none"> a. discussion of the character, professional competence, or physical or mental health of an individual; c. strategy sessions to discuss pending or reasonably imminent litigation; f. certain deliberations and decision making involved in the procurement process. g. investigative proceedings regarding allegations of criminal misconduct; <p>A closed meeting may also be held for attorney-client matters that are privileged pursuant to Utah Code § 78B-1-137, and for other lawful purposes that satisfy the pertinent requirements of the Utah Open and Public Meetings Act.</p>	Scott Harrington, Taylorsville
11.0	Re-open public meeting (if necessary)	Scott Harrington, Taylorsville
12.0	Next Board Meeting: May 21, 2025, at 2:00 PM – in Person or via Zoom	Scott Harrington, Taylorsville
13.0	Motion to Adjourn	Scott Harrington, Taylorsville

VECC PERFORMANCE & PROGRESS DASHBOARDS

PSAP 9-1-1 ANSWER TIMES 2023-JUNE 2025									
PSAP 9-1-1 Answer Time Standard	2023	2024	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	
Answer 90% of 9-1-1 calls in 15 seconds or less by (NENA / APCO Standard)	91.40%	94.69%	97.88%	97.51%	98.09%	-	-	-	
Answer 95% of 9-1-1 calls in 20 seconds or less by (NENA / APCO Standard)	93.07%	96.10%	98.46%	98.25%	98.56%	-	-	-	
Number of incoming 911 calls. (Excluding Abandoned)	275,332	256,337	18,743	17,278	20,437	-	-	-	

Answer 95% of 911 Calls in 20 Seconds or Less						
Month	2023	# Calls Per Month	2024	# Calls Per Month	2025	# Calls Per Month
January	95.72%	23,336	92.47%	19,268	98.46%	19,754
February	95.43%	20,289	91.76%	17,911	98.25%	18,267
March	95.20%	22,436	91.78%	20,218	98.56%	20,437
April	95.17%	23,187	92.52%	19,784	-	-
May	90.64%	26,660	96.23%	21,795	-	-
June	92.27%	26,670	96.47%	23,698	-	-
July	92.33%	26,339	98.84%	24,787	-	-
August	94.66%	23,897	98.85%	24,379	-	-
September	94.59%	21,720	98.17%	22,680	-	-
October	94.30%	21,427	98.17%	23,371	-	-
November	92.56%	19,268	98.87%	20,758	-	-
December	95.03%	20,013	98.09%	21,147	-	-

PSAP 9-1-1 TRANSFER RATE									
PSAP CALL TRANSFER STANDARD	2023	2024	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	
TRANSFER LESS THAN 2% OF 9-1-1 CALLS FROM VECC TO ANOTHER PSAP (UTAH SB130)	5.56%	3.57%	0.90%	0.98%	0.89%	-	-	-	

VECC ABANDONED 9-1-1 RATES									
PSAP ABANDONED 9-1-1 CALL STANDARD	2023	2024	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	
VECC STANDARD <11%	10.35%	7.38%	5.12%	5.41%	5.66%	-	-	-	

VECC TOTAL CALL COUNT									
MONTH / YEAR	2023	2024	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	
911	307,118	276,773	19,754	18,267	21,664	-	-	-	
Non-Emergency	609,963	558,264	25,856	38,093	43,697	-	-	-	
Total Calls	916,081	835,037	61,285	56,360	65,361	-	-	-	

ADMINISTRATION CALLS														
AGENCY	ID	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	
County Animal Control	AC	1	9	52	147	137	129	87	97	107				
Bluffdale Fire Dept.	BF	0	0	0	0	0	1	0	0	1				
Cottonwood Heights Police Dept.	CH	13	13	27	27	28	31	25	21	19				
Unified Police Dept.	CO	171	160	494	411	374	311	294	301	377				
Draper Police Dept.	DR	17	24	57	72	69	58	40	0	5				
Draper Fire Dept.	DF	0	2	1	1	0	3	0	50	56				
Herriman Police Dept.	HR	30	21	49	60	46	69	39	30	41				
South Jordan Fire Dept.	JS	4	2	0	0	1	59	1	0	92				
West Jordan Fire Dept.	JW	5	3	0	0	1	21	1	0	20				
South Salt Lake Police Dept.	LK	41	48	106	87	76	74	77	48	55				
Murray Police Dept.	MR	55	39	106	112	103	72	62	56	25				
Murray Fire Dept.	MF	3	0	0	0	1	10	1	0	60				
Riverton Police Dept.	RV	14	16	53	47	43	37	37	21	28				
South Jordan Police Dept.	SJ	39	41	80	101	84	94	79	67	95				
Sheriffs Office	SO	68	7	18	13	13	10	18	11	14				
South Salt Lake Fire Dept.	SS	8	0	1	0	0	21	0	0	35				
Taylorsville Police Dept.	TY	30	27	80	56	78	59	55	56	39				
Unified Fire Authority	UF	4	11	5	3	1	53	0	1	65				
West Valley Fire Dept.	VF	1	3	5	0	3	42	3	1	34				
West Jordan Police Dept.	WJ	65	72	157	174	146	128	118	112	140				
West Valley Police Dept.	WV	248	233	515	438	422	462	415	376	408				
TOTAL	TOTAL	817	731	1,806	1,749	1,626	1,744	1,352	1,248	1,716				

HOW WOULD YOU RATE DISPATCH?

4.54

OUT OF 5

FROM 20,270 RESPONSES

I thank you and appreciate the dispatcher to listening to my case, and the officer who helped me with my situation

Missing Person
Investigation

2025-03-31 @ 17:50



Executive Director Report

April 2025



This report will summarize the activities of the Executive Director and provide a status report on the various projects as of March 2025.

1. Current Vacancies (per allocation):

- Communications Officer – 0
- Operations Supervisor – 1
- Part Time – 6

Current turnover last 12 months – 15%

National Average 30 – 50%

2. Tow Requests - Autura

Based on the current VECC budget projections, leadership will await confirmation on whether VECC qualifies for the state bonus funds. Once this determination is made, we will present a recommendation to the Board. The current quote stands at \$280K, and our goal is to offset the upfront costs with the bonus funds, if available.

3. VECC Staffing, Compensation, and Technology Analysis:

- **May Board Meeting:** Mission Critical will conduct an overview of the comprehensive analysis. It has been pushed secondary to the fact that several Board members are on the road.

4. Interra Dashboards

- We received a quote from Interra Data Dashboards and are pleased to share that it falls within our 2026 budget and is significantly below the RFP requirements.

5. Prepared Language Translation

- We received a quote from Prepared Language Translation AI, and we're pleased to share that it falls within our budget and exceeds the RFP requirements. Additionally, we're in the process of launching a free beta trial.

6. Non-Emergency Calltaking AI

- Regarding Non-Emergency call-taking AI, we are currently reviewing demonstrations and collecting proposals from multiple vendors.

7. Updated Website

- Our company website has been updated with a focus on attracting prospective candidates and enhancing our recruitment efforts: <https://www.slvecc.com>.

8. Upcoming Initiatives

- New Job Descriptions (April 2025)
- Updated Employee Handbook (April 2025)
- New pay scales with defined steps (July 2025)

9. Grants

- VECC is applying for the Safe Streets and Roads for All (SS4A) Grant through the U.S. Department of Transportation. This grant program, which provides \$1 billion in funding, is designed to support initiatives that enhance roadway safety. Our application will include the following components ([Safe Streets and Roads for All \(SS4A\) Grant Program | US Department of Transportation](#)):
 - Tow Services
 - Quality Assurance Service
 - Non-Emergency Calltaking AI
 - Data Dashboards