

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

May 21, 2025 Meeting Minutes

MEMBERS PRESENT:

Mr. Scott Harrington – Taylorsville, Chair
Mr. Kevin Hicks – Riverton, Vice Chair
Mr. Korban Lee – West Jordan
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
Mr. Dom Burchett – UFA
Mr. Jason Ackerman – SLCo
Mr. John Evans – West Valley City
Mr. Dwayne Anjewierden – UPD

MEMBERS ABSENT:

Mr. Jared Gerber – Cottonwood Heights
Ms. Gina Chamness – Holladay
Mr. Mike Morey – Alta
Open – Midvale

OTHERS PRESENT:

Mr. Ivan Whitaker – VECC Executive Director
Mr. Tyson Montoya – VECC Chief Financial Officer
Ms. Elyse Haggerty – VECC Chief of Operations
Ms. Shondra Young – VECC Chief of Prof. Standards & Development
Ms. Rachel Nipper – VECC
Mr. Jonathan Bridges – VECC
Mr. Brice Rawlings – VECC
Ms. Nicole Lopez – VECC
Ms. Ambir Widdison – VECC
Ms. Tammy Cornelison – VECC
Ms. Chelsea Ridge – VECC
Mr. Neal Bennett – VECC
Mr. Clint Smith – DFD
Mr. Shane Taylor – RPD
Mr. Joey Mittleman – MFD
Mr. Jeff Carr – SJPD
Mr. Derek Maxfield – WJFD
Mr. Terry Addison – SSLFD
Mr. Troy Carr – HPD
Mr. Dustin Dern – UFA
Mr. Chris Dawson – SJFD
Mr. Rich Ferguson – DPD
Ms. Danielle Croyle – SSLPD
Ms. Kyra Pulliam – Mission Critical Partners
Ms. Gigi Smith – Mission Critical Partners
Mr. Saul Sigalov – Hyper AI
Mr. Damian McCabe – Hyper AI
Mr. Rob Sterner – Convey 911
Mr. Jeff Bruns – Convey 911
Ms. Veronika Fagerer – Priority Dispatch

The meeting was called to order by Scott Harrington at 2:01 p.m.

CALL TO ORDER AND INTRODUCTION OF VISITORS

Scott Harrington:

Let's go ahead and get started. Call to order and introduction of visitors. I'll let you introduce the visitors, Ivan.

Ivan Whitaker:

Okay, would you like to introduce yourself?

Saul Sigalov:

Sure. So hi, everyone, my name is Saul. I'm with Hyper AI. We do voice AI for non-emergency. It's a big project for Ivan. I'll be here presenting later, just a quick demo of our solution and what we've been hearing from the team as well. Nice to meet everyone.

Scott Harrington:

Thank you.

Ivan Whitaker:

Shondra is not a visitor, but I'll let Shondra introduce herself.

Shondra Young:

Hello, my name is Shondra Young. I'm the new Chief of Training. My official title is the Chief of Professional Standards and Development and I'm here via Florida/Georgia/Utah. Nice to be here.

Scott Harrington:

Welcome.

Ivan Whitaker:

Shondra comes to us... she's one of the few, probably 1 of 10 in the country that have been in more than one hundred PSAPs in the United States doing various projects, whether it's software implementations, updating their training units, et cetera. She's done all and been all over probably the world. To have that type of talent come to us is amazing. She's going to ramp up our training department, accreditations and so on, so good to have her on board.

REVIEW AND CONSIDER THE APPROVAL OF APRIL 9, 2025, BOARD MEETING MINUTES

Scott Harrington:

Thank you. Consideration, approval of the April 9th, 2025 board meeting minutes. Any questions on the minutes or revisions? Make a motion to approve the minutes.

Mark Reid:

So moved.

Scott Harrington:

Mark moved. Second?

Doug Hill:

I'll second.

Scott Harrington:

All in favor?

Group:

Aye.

Scott Harrington:

Any opposed?

Motion –

. . . by Mr. Mark Reid, to approve the minutes from the April 9, 2025 Board Meeting, seconded by Mr. Doug Hill; the motion carried unanimously.

OPERATIONS BOARD REPORTS

Scott Harrington:

Operations Board Reports, Chief Taylor for the Police Operations Board.

Shane Taylor:

Hello, everyone. I appreciate the opportunity to go through the Operations Board. On May 8th, we approved the April 10th minutes and they touch on a little bit on the user committee notes. Their Data Review Committee, the Spanish-speaking data they presented for April, there was 927 calls with West Valley City having the most. Overall, the Spanish-speaking calls are 8,610 since September of 2024. There was a lot of discussion and they're going to repeat this discussion at a later time. Then with Ambir, the Fire Commander, there was some discussion about duplicate radio IDs to the radio system. UCA has informed us that that's a statewide issue and they've identified it so the duplicate radios could be corrected by removing one of the users until UCA can reprogram those radios. They have a resolution to that, so they'll be able to fix that.

Also, Ambir will have more in her presentation, so I won't touch too much other than we talked about code plugs and then the fire operations and opportunities. Rosa, who's the Police Commander, talked about reckless driving protocols and as far as the call takers being able to ask if they'd be willing to fill out a witness statement. This increase came from South Jordan Police Department, so this is where these questions came from.

The main topic was towing services, Tow Pro and Autura. We had a deep conversation about that. Ivan's going to bring both companies in to do a presentation. Right now, I'm leaning towards the Tow Pro because they're lower cost upfront, and the fee model. There was some concerns about the capacity. This is where the presentation will come in with both companies to share what's available. And then of course the executive report. Also, Convey 911 from Ivan and the First Watch and talked about the grant translation and so forth. I know you guys have a lot on your agenda, so I won't keep going. There was really no other business topics and so we adjourned our meeting. Now I'll turn the time back to you. Do you have any questions for me?

Scott Harrington:

Any questions for the Chief? All right, thank you Chief.

Shane Taylor:

Thank you.

Scott Harrington:

All right, Fire Operations Board, Chief Smith.

Chief Clint Smith:

Good afternoon, everybody. My apologies. I'm actually traveling this afternoon and so, unable to give a very in-depth report, but much like what was said, ours was focused on a pilot that I'm sure Ivan will talk more about in terms of with proximity and putting our units into AI status to help with the location of resources prior to or available for dispatch. They ran this pilot, I believe it was just over a week and a half ago on a Monday to see what the data would show in terms of using this automatic proximity.

The reports back from both Ambir and Ivan were that the data received back during that pilot was very favorable and looked to be able to address many of the issues that we have been having with our AVL dispatching of resources. I will let Ivan really go into more detail on that and what the next steps moving forward will be in the Executive Director's report. That was really the bulk of the focus of our meeting and operations. And again, I apologize for the brevity of my report as I'm on the road heading to another meeting today, but that'll be the end of my report.

Scott Harrington:

All right, any questions for the Chief? Thank you, Chief.

OPERATIONS REPORT

Scott Harrington:

Performance Report for April, Elyse Haggerty.

Elyse Haggerty:

Thank you. So, you can see the numbers are still green. We did hit both of our required times, 95.15 in 15 seconds and 96.34 in 20. We had fewer calls last month. The dip was fully expected. We've had several of our call takers leave. One moved to Sandy to work for them. One went back to school to become a doctor, so we just had a big influx of our call takers leaving. We have done some movement and just in the last week I've noticed that our numbers are going back up because we've taken from overstaffed shifts and put them up on the busiest time of the day.

So we saw it, we addressed it. Our numbers do look lower, but they do still hit all of the requirements. Transfers are still 0.89%, which is awesome, no concerns there. 6.49 abandoned, you can see the numbers of calls. Then, we're staying pretty level with 13 to 1,700 admin calls a month. I think in another few months we'll have a good year's worth of data. This is from Spider Tech, County residents that are answering these reviews. They answer several, I would say a couple thousand, maybe a thousand every month. It's really exciting and says a lot about my staff, how amazing they are.

Scott Harrington:

Is that an accumulative number then if it's a thousand every month, then?

Ivan Whitaker:

Yes, accumulative.

Scott Harrington:

Okay.

Elyse Haggerty:

It is never hard to find a comment that also thanks the dispatcher, so they're making an impression. They're doing a great job. I'm really grateful for their hard work. Any questions for me?

Ivan Whitaker:

Can we go back up to the numbers? You have a question? Go ahead.

Korban Lee:

Sorry. I have a question on the administrator calls. For some entities, there's kind of some big swings by going from almost no administrative calls to spikes in administrative calls on certain months. Is that because of changes in practices among those organizations, among us as agencies, or is that we're still ironing out the way we count the portion of the administrative calls? Can you comment on that?

Elyse Haggerty:

Yes. I don't have enough data to really pinpoint, "Oh, this is when this changed in this agency that would've added several calls..." If you make an administrative change where officers don't respond on something, that's going to impact your admin calls because they're going to be calling and asking for it and we're explaining your new policies or procedures rather than them calling and asking for an officer or call them and say, "Why are you not doing X, Y or Z?" I don't think it has anything to do with the call takers at this point. I think we are consistently seeing the same-ish numbers. Last month it is lower, but we also took fewer calls. It was a thousand calls less.

Ivan Whitaker:

So, Korban, June to June will give us our first as this group kind of 12 months together, we'll go back and look and see if there's any seasonal trends or anything. We're going to do a post analysis of the year.

Korban Lee:

Okay.

Scott Harrington:

All right. Thank you.

Ivan Whitaker:

One thing I did want to note, can you go up, Tyson, to the numbers, to the 96%? I just want to show the board that you'll see how we were trending at 98 and then we lost a few employees, like Elyse said, based upon we knew this was coming, we had an attendance policy that came out and a couple of other things. It's very fragile. A couple of things like that will turn the points and so we have to be very mindful, which is why some of the proposal stuff you'll see today is just pertinent.

UCA RADIO PROJECT UPDATE

Scott Harrington:

All right. UCA Radio Project, Ambir Widdison.

Ambir Widdison:

I had some revelations in the last month where UCA let us know about some duplicate radio IDs. We communicated that to the fire and police users and ops groups. What they found was that they had multiple

radios across the state that have duplicate IDs and that was contributing to our loss of audio. Only one ID can be used at a time so if both of those officers or fire units are on duty at the same time, only one of them would be able to use their radio. Initially, the plan to solve this was to change the ID to contact UCA. We received notification this morning that they actually found a solution to that that they can implement on their side, which will take dispatch and the officers out of the equation altogether. What they're doing is they've found several of them and they've already made those changes.

What they're doing on UCA side is finding the duplicate IDs and giving them new IDs, which should solve that problem altogether. We should start to see some solutions to the missed audio that we're experiencing from the dispatch side and from the officer side. We have also found that some of the agencies didn't have antennas on their patrol vehicles and there was some software settings within the code plugs that were programmed into their handheld radios that were causing some issues with the site they were reaching. South end of the valley was actually reaching onto a north end site, which would cause some missed audio problems. UCA has gone out to those agencies and identified the radios that were having those problems. They have reinstalled their programming that will now reach the Albion Basins and the sites that are on the south side of the valley, which should solve that issue. There's also a console setting that they're looking at pushing out to us this week. I don't have a lot of information on that one, but we'll provide it at the next meeting.

Scott Harrington:

On those radios that have the duplicate IDs, they will not have to touch each one of those radios, you can fix it on your end?

Ambir Widdison:

The information we're receiving is they will not. They will not have to reprogram those radios. They've been able to fix it on their side. If we do get an update that is contradictory to that, we'll make sure we push it out, but it sounds like they've been able to find a fix.

Scott Harrington:

Thank you.

Korban Lee:

Ambir, is that the ones that were sounding like they were underwater or was this actual just lost audio?

Ambir Widdison:

No, the underwater is just the tuning or the digital sound as well. But no, this was actual. On this system, it's different from the legacy system where we could talk over the top of each other, whether it was field units or dispatch. On this system, only one person gets the go ahead and dispatch has the priority so if two officers in the field try to key up, only one's going to get the go ahead for that. Where they have duplicate IDs, there's only one that's going to be able to use it. And so, they thought they were transmitting, they weren't. No one was hearing it and they didn't realize it until after the incidents were over.

Scott Harrington:

So, do we have any solutions for the underwater sound?

Ambir Widdison:

I haven't actually heard of any complaints of that ongoing so if that still exists, I haven't heard of it.

Scott Harrington:

Okay.

Ambir Widdison:

I know several agencies have been looking for tuning solutions or they've been just getting used to the new sound of digital as opposed to analog.

Ivan Whitaker:

If you do have pockets of that you can reach out to us.

Scott Harrington:

Yeah, and I'll check and make sure. I believe we do, but I'm needing to check first before I say we do.

Nathan Cherpeski:

The issue with them pinging off the towers in Tooele and all that, is that correctable on your side or do we have to send our cars back in?

Ambir Widdison:

No, UCA needs to come out and I get notifications. For instance, they were out, spent quite a bit of time with Herriman last week and they were able to identify those software settings and they're just reprogramming those radios to fix those software settings. They will have to touch them, but UCA has been very good about between me and whoever the contact is at the agency, we set up an appointment, they respond out there and they make the necessary changes.

AVL PILOT PROJECT STATUS UPDATE

Scott Harrington:

Thank you. Okay, AVL Pilot Project, Ambir again.

Ambir Widdison:

We began a project a few months ago. Now it's probably at the beginning of the year where we were evaluating our use of the CAD system and this was based on some feedback that we were receiving from the agencies and the field responders of maybe some issues that they were identifying with their response and their routing. What I have up here for you is just an example of one of the feedbacks that we received from a captain in West Valley where he was who responded and who should have responded based off the time that it takes for them to get to that location. As we started receiving several of these feedback requests, we started looking into the AVRR report, the recommendation that the dispatcher pulls when they send out a call. What we identified was on the AVRR map, which you will see with all these dots on the side and the algorithm.

So up on the right side, you'll see that there's a station identified and there's a time identified and that is the predetermined algorithm that based off the station's location and the route to the call, that's how long it would take them to get there. As we started to see those kinds of things, we reached out to Versaterm and requested for them, based on the feedback that we had received, to do an assessment on our current configuration within CAD, our usage of the system on the dispatcher side. They came out and spent three days on site evaluating with the CAD administrators, the commanders, and actually dispatchers and call takers out on the floor to identify how we were utilizing the system and how we had configured the system. Their key focus areas was on routing, our system reliability, and the configuration optimization.

Ivan Whitaker:

One of the things, before you move forward, how we got to this point is we uncovered that the trueness of AVL we didn't have. So, I want to make sure that everybody understood that the AVRR is fixed as far as routing

and AVL is more dynamic in it's based on time of day, day of week type of apparatus, and we just didn't have that sophistication. Go ahead.

Ambir Widdison:

Yeah, and we weren't sure if we even had the ability to use that sophistication within the system because we weren't sure if we were actually utilizing those settings. So that's why Tyson and Ivan actually flew out to Versaterm and met with their President and our Executive Representative, Kim, and started looking at what we could do, and that's when Versaterm came out to evaluate our system. What we found during that process is that we have several options of implementing change within our CAD system. The first that it can be an immediate implementation is the configuration of zone first proximity settings. That will be a four-minute proximity for our primary BLS unit based off the zone of the call. So, for instance, if you're in West Valley's Zone 75 and the call comes in, in Zone 75, that unit would respond. Both the BLS and the ambulance would respond to that zone as long as they're within four minutes of the call.

Korban Lee:

Regardless of if they're in the station or not, if they're in the zone, they would respond?

Ambir Widdison:

Good question. We did a pilot a couple of weeks ago, if they're out of the station, we will implement a change that will automatically put them in an out of station status that will determine if they're outside of that four-minute proximity. So instead of relying on the human element of touching their MDT to put them in a status that's outside of the station, the system will automatically do it based off them leaving the station.

It will also put them on scene automatically. It will put them in route to a call automatically, it will put them at the hospital and then in an available on the air if they're not grocery shopping or running errands, doing hydrants or whatnot. We tested the pilot on that for seven hours and we found some good results. We have some things we have to tweak and we're going to be working on those as well. But that proximity configuration, if they are outside of the four minutes because they're on the opposite side of their zone, it will pull the closest unit.

The next phase would be some GIS layer enhancements that could potentially identify night versus day routing, who would be quicker based off the time of day, traffic patterns, those kind of things. Those are the things that Versaterm is working on getting us implemented into the CAD.

Ivan Whitaker:

So along with that, phase one would be the configuration of the zone-first proximity. That would be the implementation of that moving forward. Then simultaneously, and I want to make sure the board knows that we're not moving away from AVL. This is buying us some time to where the fullness of AVL that's being created and updated, developed, then we actually have something that's more stable than what we're using today.

Ambir Widdison:

Yeah. As we implement the first phase where it's the configuration settings for proximity, we'll also still be working in sync with getting to true AVL response within our CAD. I just gave you a brief view of what it will look like, where we'll identify the zone unit and set that four-minute proximity. We also will set an eight-minute proximity on the ambulances. That was the determination by the users and the ops groups that we would set an eight-minute on the ambulance, but a four-minute on the initial BLS unit.

One of the things that we utilize to make some changes and that we're going to continue to utilize is some reporting that Matt has done from our GIS division. He took a lot of time to put together some reporting that we're going to use to bring us into a response configuration project that's also going to help with this initiative and changing who's responding on the calls. Also changing our interrogation process on the call-taking side, so it's an initiative that's several layers that we're going to be working towards in addition to these new proximity settings in the CAD. Ivan and I are working on, are you going to touch a little bit more into this? So, I won't go

into it, but that's in addition to the CAD settings that we have identified that we are looking for final approval to implement.

Ivan Whitaker:

So, phase one, we got a unanimous buy-in from the Fire Chief's to move forward with phase one and then I advised that we bring it to the board today. On the backdrop of once we get the AVL implemented to the fullness, well, let me say it this way. We wanted to make sure that we just didn't leave it at AVL. As Matt and I were looking at some of the responses to some of the call types, we started to get very concerned, lights and sirens to very, very low priority calls. I mentioned things like gout pain and toothache and other things to where we felt that and saw the over-utilization of resources and the pulling from the various municipalities based upon those low priorities where high priorities would then come into those areas and there will be a longer response because those resources are out on low priority calls.

We got together a group, the Fire Chiefs agreed to provide their smartest response configuration folks to form a committee. Our first meeting is next week to where we'll get in a room and really start to look at their response and configuration. We'll bring those to the chiefs, and if the chiefs agree with the recommendations, we'll bring it up to the Board.

Scott Harrington:

Thank you. Anything else?

Ambir Widdison:

No.

Scott Harrington:

Any questions? All right. Thank you. Ivan, our Executive Director report, I'll turn it over to you.

EXECUTIVE DIRECTOR REPORT

Ivan Whitaker:

Thank you very much. If you can recall, we actually reached out to Mission Critical to do an analysis and there was two parts to the analysis. The first part satisfied the state's mandate of the 2% transfer rate or less than 2% and some variables that we had to show to the state that we would do to make sure that stayed in line. That was part A. Part B was a more comprehensive assessment that we self-imposed to make sure that we were looking at everything we should be looking at from a health perspective. Mission Critical did an outstanding job working with us on putting the report together and we have Kyra, she is the Project Manager with Mission Critical, that is going to do a presentation on that. Kyra.

Kyra Pulliam:

Thank you very much, Ivan. Can you hear me okay? Okay. Give me just one moment. I want to make sure that my screen displays adequately because I have not used Zoom in a minute. Okay. You're seeing my PowerPoint? Okay. Good afternoon. Again, as Ivan said, thank you for the grace in the introduction. My name is Kyra Pulliam. I'm coming up on my 40th year in public safety. 30 plus of those years were spent under a headset and now 4 years with Mission Critical Partners. When we first started this work with Salt Lake Valley, I cannot tell you how impressed we were with the depth and the breadth of the executive team. They have just absolutely been a joy to work with, and we really had some great successes very quickly.

What we did was come out, do these two reports, work cohesively together and it was not only good work to do to give you as the board and also Ivan as the Executive Director, what he needs to move forward with a

defined plan and it was fun to do, the information that he needs to continue to grow the strength of the organization. We looked at all the relative components that we needed to have in front of us, and the screen that you see in front of you shows the results. We used our model for advancing public safety tool. We've done hundreds of these assessments across the country and looked at both quantitative and qualitative data and looked at the areas of governance and organizational structure, et cetera. Those things listed.

The visual that you see on the right-hand side of the screen is where Salt Lake Valley mapped out. Those are the actual results. So, you see where you have very strong results in facilities and technology. Also in quality assurance areas, there are some areas where you have some risk. We were communicating recommendations early on as we started with this project and I will tell you that a lot of the things that we recommended to the team while we were both onsite and then meeting with them as we developed these two reports, they were in many cases immediately embraced.

I'm going to move into the key findings and recommendations now. These were noted. They drove the further discussion in a deep dive process. We looked at where some of these findings were really, where could we get greater efficiencies for you? Recommendations were made for things like a move away from working supervisors. If you've got a supervisor that is in a position where they are answering calls or dispatching radio, they're not in a position where they are accessible to their employees. That creates a greater risk, and it potentially causes issues for employees to get timely direction. One of our recommendations was to move away from that.

Another was ensuring a clear path to promotion, establishing a path that would give people buy into the agency. They would want to build out their careers, especially for so many younger generations getting into communications, they need to see what that path option is and the more that we do to further professionalize the 911 industry that will continue to grow well. Establishing formal communications are needed to close the gaps on some things that we found. One in particular was the lack of the ability to capture policies, push those out, have employees acknowledging that they've read it, but then also acknowledging that they understood. That was something that as we were having our onsite discussions, the VECC team shared that they were going to build that into the updated website so that they would have that information available for them and be able to move forward capturing that information that the supervisors can know that the employee has read the policies and has a clear understanding.

One of our first recommendations was to hire an HR generalist. You'll see along with other recommendations that we're making as far as the remainder of the report, the size of VECC and the anticipated growth in the area added to that, the return of the Olympics really requires that you're going to have to have another person to be able to help the existing HR role. Another area that would be very, very beneficial was the recommendation for hiring a mental health provider, and having that person stand up an occupational wellness program that encompasses not just mental health, but also physical health and is able to provide support for personnel there in the facility. There are successful models across the country where an embedded mental health professional is able to help alleviate and work towards some of the stresses of the day. Making that move to getting away from a working supervisor role will also empower the supervisors to be able to concentrate on situational awareness and employee performance.

As far as operations policies and procedures, these were our key findings here. During our listening sessions, we learned that policies were not consistently afforded the necessary focus and unfortunately, that's something that's seen across the country as things get busy and staffing impacts. Then there are the emergencies that are inherent in 911. That's one of the things that usually gets pushed off to the side, but under the new leadership, a renewed attention to that area was implemented and they communicated with us that they were doing the policy of the month plan. I think they're on a good track for that moving forward. Absence of annual performance reviews was identified as well, but that was something that was already being worked on in parallel during the time that Mission Critical was present and it was actually rolled out to have annual reviews tied to merit increases just within a few weeks of our visit. So, kudos to the VECC team on that.

These are again some more of the action steps that we made recommendations for just to make sure that we're looking to the future, making sure that we're making sure policies are readily accessible, reducing the risk of following outdated policies. They have access to the most current policy on hand and therefore better direction. Clearer expectations for staff, potentially reducing burnout so that they have that information close

to them and are not frustrated by the lack of availability. A standard for internal and external customer service because as you've got people consistently following policies and that is communicated to them, as it is revisited frequently, they're going to have more consistent communications and more consistent action based on the directives of the policy.

So traditionally, Mission Critical has reported staffing data based on those first two items on the map screen that I showed you earlier, qualitative and quantitative measures, but we also include call and incident volume. VECC's needs really challenged us to think in a different direction because of the variables. Arriving at the numbers that we needed for optimal operations to manage your operations effectively required us to look at your contractual obligations that dictate channel staffing for your public safety partners. And then building staff to help manage overtime budget impacts and permit training while on duty rather than require off-duty training.

Our recommendation was budgeting for 64 FTEs to cover call taking and then 112 FTEs to cover dispatching for combined 176 total recommended for the operations floor. This is to adequately support all the operational functions, including... Well, excuse me, I'll correct myself. 188 full-time equivalent positions is what's necessary to adequately support operational functions, including call taking, dispatching, supervision and management on the operations floor. Our recommendation was to hire additional full-time equivalents and part-time equivalents to make sure that it allowed for increased coverage of dispatch and call taking duties.

The part-time equivalents can help to minimize some of the overtime impacts but still augment that staffing on the floor to get to where you need to be. The results on that will be a reduced number of patch talk groups. It ensures meeting contractual obligations. Removes supervisors from direct call taking and dispatch responsibilities, allowing them to monitor what's going on, and be more proactive in terms of providing feedback and engaging with their employees, et cetera, instead of being tied to the radio or to the phone. It also will help with achieving your call answering performance benchmarks required by Utah Communications Authority, as Ivan alluded to, that 2% transfer that will help to... I think adding staffing numbers can help alleviate some of the stress there as well.

Reducing the number of abandoned calls, maintaining high quality service, proactively adjusting so that workloads don't become unmanageable or undesirable. You have bodies on hand to help when you have those peak periods of incident volume. And then further just streamlines operations without compromising your service quality. It maintains service levels as your call and incident volumes fluctuate as they're going to increase year over year with the growth of the region. And then as you're approaching the 2034 Olympics, it will give you staffing to manage in the years, months, and days up to those events and then getting through them.

Next, we're going to talk about training. Training is a very cyclical process and these particular items, there's a clear need for improved training in specific areas such as the call transfer process. We have to ensure that staffing is sufficient so that comprehensive training can be done, and so that it is done timely and not at the risk of having to multitask, doing training online or such as that while you're working a position. It just compromises the training outcomes, if you will. The level of attention that's required for all phases of training, from classroom time to OJT call taking, et cetera, all of those are hinging on availability once they get to the floor, having CTOs to support them.

One of our recommendations was to augment the CTOs, certify more CTOs so that you have them available and they can back one another up when they are on leave. They can train more trainees and push more through the process faster, and then also help with backfilling as necessary on targeted training efforts. If you develop our suggestion for a mental health provider, developing targeted training to manage stress, those CTOs can help to make sure that some of those things get implemented. And this just breaks down a little bit more on our suggestion for certifying additional CTOs so that you have a pool of them. Most importantly, what we see across most 911 centers is that CTOs, communications trainings officers are just training nonstop. They go from one trainee to the next to next, which eventually ends in burnout and potentially a loss of a strong employee. We need to make sure that we address that by growing a CTO pool.

For quality assurance, VECC has a very strong quality assurance position already and when we arrived, they were just in the implementation phases for govWorks. So you're taking a very strong QA position and then

adding this tool to help do I believe Ivan, it was 100% of your call volume was determined and getting those results... Adding a person to your QA team will help to give those folks the opportunity to provide better feedback with the employees as they are reviewing the calls, sitting down, doing coaching, mentoring, et cetera. Lessons learned in QA reviews, those help to go in as you review the calls and discuss them with the employees, you're able to reinforce good training behaviors and it will pair with the results of training, quality assurance and training working together to help strengthen the skills of the employees.

Leadership and planning, one of the things that we saw there was a lack of a strategic plan, and I have to give credit, the discussion was already on the table of a strategic plan, but our understanding when we were on site was that had to be tabled for a period due to some competing priorities. But we did go ahead and make a recommendation for that, that the strategic planning efforts be resumed as soon as possible so that you have that. It's good to have a plan so that you can use that as your tool. We see a strategic plan as a critical component. You see strong results in the 911 centers that have created, revised, and then benchmarked against a strategic plan with some clients that we have engaged with using it as a performance tool to schedule work against over the number of years that the strategic plan covers.

Another issue we encountered was feedback that told us that there was not always clear communication from all levels up and down across the organization. That unfortunately is fairly common, and usually more toward the operations floor section just because those are the folks that are doing the work. So our suggestion was finding a way to have an improved communication plan that allows for the folks that are actually doing the job, your call takers, your dispatchers to be able to log in to check email or how to make sure that if their supervisor is available to walk them through a recent change, that they can communicate that then, and that goes back to having non-working supervisors. They should be able to supervise and engage with the team to make sure that all of those messages that come from Ivan's office down through the ranks are understood and engaged.

The other point that we raised was developing and implementing a formal succession plan. Again, if you don't have a path to promotion and you don't have a succession plan to plan for, what are the natural attritions that you're going to see? But then also planning for retirement and then seeing where your strengths of your employees are, et cetera, moving through their career paths, having that succession planning in place. We've seen shadowing programs where people learn to do the jobs that are required in the structure and seeing great successes with those. That'll help to prioritize and align your resources and activities. You can also use it as an inter-agency collaboration device, working with the public safety partners that VECC is engaged with. Making sure that you're working with maybe perhaps Salt Lake City, looking at your training modules, making sure that you are aligned in the way that you're delivering content. You may be able to bounce ideas off of one another and solve greater region-wide problems. It also gives a sense of transparency while enhancing trust across the organization.

Moving on to technology, I have to say again, this is an area where VECC scored very highly. You have the VECC structure as a completely self-service organization is unique in 911. The fact that you have an entire IT team with a vision that provides for all of the needs is an absolute necessity for VECC. The size of your organization requires that you have that support, and it's well bought out. It's impressive information. It allows not just for the maintenance but the growth of what your needs are going to be in the coming years and then going to up into the Olympics.

The team has taken a great deal of time to look at what the current needs are, what the needs are going to be and where they are going to have to adjust to make sure that they have a technology plan in place that makes them very robust by the time 2034 gets here. A lot of what I have heard today around some of the radio changes, we had made recommendations to engage with UCA to work on some of those issues. It sounds like they are getting resolved in the process, so good job with that. I'm glad to hear it for you.

So, facilities, some of our key findings for facilities, your building has just been recently renovated. It's difficult because PSAPs often end up in buildings that they were never designed to be in, but you have a strong facility. It is well maintained. Some of the recommendations that we made for you were things that may have to be to an eye in the future. One was a redundant connection to a geo-diverse section of the commercial electric grid, you just have that one path. But everything else that we saw in terms of technology was actually very well thought-out and very defined. One of the successes that we had talked about early on in the plan was having a

95% uptime with less than 5 downtime on any piece of the technology equation. It sounds like you are well above that mark, particularly all the time. Facilities, there are a couple of other additions that we made there just looking at ensuring that all of the adjacent walls around the front entrance were cinder block and able to have ballistic resistance, etc. So that's some of those examples there.

Key findings for alternative responses. There's been a big push in the industry the last few years to find ways to manage calls and not require a dispatch on it. Having them removed from the standard call volume. We see so many different things engaged in processes and also at a technology that can be used to take large numbers of calls off the plate of the call takers that are handling them, and that frees up your workforce to do more of the emergency calls faster, improve your numbers and your percentages. Our suggestions were to embrace those options. And then also I heard earlier in the meeting the reference to a towing service. That's an example of an ancillary duty that usually falls on dispatch, but if it's something that you can contract for or automate in some fashion, you'll gain greater efficiencies in that area as well. We have seen with some of our clients a reduction in perhaps 30% of call volumes by implementing some of the AI technologies that are available now to be implemented in the 911 centers. Through these real quick, let you take a look at those.

And then finally, just to wrap up, we found it was an incredible team atmosphere the entire time that we were working with VECC. The staff was enthusiastic. They were engaged from the start of our work together. Staff at all levels of the management team were committed to operating from the same sheet of music. And I joked that if I were starting my career all over again in 911, I would move to Utah and work for VECC because it just seems to have such a fantastic culture and such an engaged management team. We really do appreciate the opportunity to do this work for you. We hope that the recommendations are taken to heart, and that they help to give VECC a clear path toward the future. Do you have any questions in the room for me?

Scott Harrington:

It doesn't look like it. Anybody online have questions?

Ivan Whitaker:

To close this, one of the things, if I'm transitioning into a role that I'm going to do, regardless of what position is, to do an analysis to make sure that we look at our issues and challenges, but also our wins as well. Mission Critical coming in, they're the best of the best in consulting in PSAP world. You saw my needs analysis; you saw that what they documented is right in line with that needs analysis. One of the things that we'll continue to talk about later in other meetings is the staffing to where we internally use three different calculators to come up with the numbers that we came up with. I know they're correct. Mission Critical came up with numbers that were even higher than ours. It doesn't mean that we have to go after all those FTEs, it just means that we have to focus on those efficiencies in things like technology and AI because it will catch up with us if we don't. Kyra and her team, the entire mission-critical team, did an excellent job. Kyra, thanks for everything. I know it was a lot of hard work, and we appreciate it. We will carry through with what your recommendations have been.

Korban Lee:

Kyra, you look at PSAPs all over the country. You're suggesting a pretty dramatic increase in our staffing. We've had a series of pretty substantial increases to our member agencies over the last several years. I don't think we can increase our staffing levels that dramatically on the backs of the member agencies. In Utah, how do the E911 charges on phone lines compare to other PSAPs around the country? Or how are other PSAPs around the country funded to their operational levels like what you're suggesting? Are we taxing less than other states, or can you comment on that?

Kyra Pulliam:

I don't know the comparison numbers off the top of my head for Utah, my apologies. But I will tell you, probably the best approach, and we're not saying go out and hire all these people tomorrow. Pick your pain points and focus on doing them incrementally. Absolutely QA, mental health, training, and the HR roles, I'd say those really would be the first to take the hit, get those in the door first. But then, there are so many different

variables. Start adding incrementally what you're, you're going to have to look at what you're trading, your allotted number of CTOs can handle. You're going to have to build these new roles into the process slowly so that you don't impose downstream impacts on the people that are actually doing the training.

Absolutely. Just, yeah, an incremental approach and I will just say, it is a huge number, but as we were looking at the current and projected and recent demographics change for the Valley area, the number of calls that are increasing year over year for VECC and looking at some of the difficulties that you've had in terms of the stabling of the staffing, I think it's going to be something that's incredibly necessary and it will give you the tools and the available bodies to manage strongly going forward, and then also as you start to uptick in preparation for the Olympics.

Doug Hill:

Well, I wonder, Korban, to your comments, if this is an issue that we should bring up with our lobbyists. Is our lobbyist still Dave Spadafore?

Ivan Whitaker:

Yes.

Doug Hill:

And see if there would be an appetite to maybe increase the fee, the 911 fee on calls or some other way for us to generate more revenue so it doesn't fall on the backs of the cities.

Korban Lee:

That's my concern. In general, I think we're about to consider the budget, and I think it's a very good budget, but when the E911 one calls are flat and VECC's costs are rising at the rate of inflation, the member agency assessments are rising at double the rate of inflation because the E911 is only half of the center's revenue. We need help from that side of the revenue.

Kevin Hicks:

One other thing, we're also taking on more pressures from the transfers to the state, their state patrol, the highway patrol. We're doing that now for the legislature and it's our cities paying for that for something that's happening all up and down this.

Kyra Pulliam:

Can I offer something? One of my colleagues sent me the information that you asked about. Utah's currently charging \$1.25. Across the nation, it varies from .20 and .25 cents to over \$3. The average, maybe about .72 cents. I've seen areas with minimal populations that have those \$3 marks, and we've worked with other entities at state level, providing one-pagers to educate their elected leaders to seek out that increase in the funding. So, it can absolutely be done, and we've helped to make it happen in other areas.

Kyra Pulliam:

Any further questions? Thank you very much for your time today. I appreciate your patience with me. Zoom is not my friend. Have a great day.

Ivan Whitaker:

No, Kyra, great presentation and thank you so much.

Kyra Pulliam:

Thank you very much. We will be excited to come back in the next phase of the work in a couple years.

Ivan Whitaker:

Yes, very good. So, this segues us into the next portion of the executive director report and we have Saul here with Hyper, going to AI non-emergency call taking. So, the board requested a bid on that.

Saul Sigalov:

Yeah. Awesome. Thanks, Ivan. Yeah, good discussion. In terms of increasing the costs for 911, I've been hearing just the state next door, Denver's petitioning a lot for that right now, but I don't think you're the lowest in the country.

Saul Sigalov:

So, just bear with me. I'm just going to do a little bit of IT help here.

Mark Reid:

What was the requested increase in full-time and part-time?

Ivan Whitaker:

Between 20 and 25. So, 25 would be optimal and 20 is basic.

Mark Reid:

And how many employees are there now? So, is that a 10% increase or a 5% increase?

Scott Harrington:

Are you asking current budget or what their recommendation was?

Mark Reid:

What their recommendation was.

Scott Harrington:

Theirs was like 184.

Speaker 10:

Yeah.

Nathan Cherpeski:

188. We're at 172 if we approve the budget as presented.

Saul Sigalov:

So, all slides are coming through on the presentation. Okay, perfect. Well, thanks again Ivan for allowing me to present. I'm not going to do complete death by PowerPoint, but it's always good to help things organize and I actually appreciate going right after Mission Critical because a lot of the points Kyra was making are honestly very aligned with some of the areas that we want to help out with as well. I'll just start with a quick introduction. So, my name's Saul, I'm one of the account executives at Hyper. I do have my chief product officer, Damian, dialed in as well. I can see in the top right here, he's waving.

What we do as a whole is we have a voice AI type of utility tool specifically targeting for non-emergency. And what I wanted to cover today is why PSAPs are looking at tools like this. And also, what I wanted to spend a lot more time on actually is what we've heard from your team and where we can see alignment and opportunity as well, specifically around the staffing areas. When Kyra was mentioning the number of staff that you needed

to hire, I could see Tyson breathe in pretty deeply there. So, I think this is an area here that we can absolutely help out with.

But just to start out, the reality is, four in five PSAPs right now are critically understaffed, and it's not necessarily a staffing gap, it's also due to burnout as well. It takes a year to train up call takers, and within that year, by the time somebody's ready, a few people leave. And as Ivan was mentioning, it's very sensitive and you're even seeing it with your numbers. You have a few people moving out and some of the NINA standards start getting affected by answer times and things like that. In addition to this, we're also just seeing call volume increase. There's cell phone ubiquity that's increasing, there's more natural disasters happening and things like that, and this is putting another big strain on the call takers as well. But the reality here is that more than 60% of these calls we're seeing are actually non-emergency in nature and they take up a lot of time for your call takers, and it's taking away that time for them to focus on critical emergencies.

So, this is what we're seeing across the country, but specifically for VECC, what we've been hearing is, the first thing is the staffing can't scale fast enough. Your population is growing 3% annually. There's going to be Olympics coming up as well. So, call volumes are going to keep increasing, and while you're answering 95% of these calls in 15 seconds right now, it's not going to be sustainable with this type of growth. Where we can help out with that is really deflecting some of these more lower priority calls so your team can keep pace without necessarily having to hire on 200 more employees.

The second area is these longer calls. So, VECC's talk times are nearly 30% longer than national averages and this can take away from actual emergencies as well during peak periods and things like that. So, by us helping deflect some of these calls and actually triage and service these low priority calls, this will again help give back time to your call takers to take critical emergency calls but also take breaks and things like that to help reduce burnout. These are all external factors I've been talking about so far, but internally, there's outdated tools. Static call trees are not really the solution. They've been the solution for many, many years right now, but the reality is you can't keep up with the changing pace of the community demands and things like that.

So, where Hybrid can help out is we're based on natural language. So, when you're setting up the tool and configuring it, it's very easy to change protocols, make new ones as opposed to something like a call tree that probably hasn't been touched since 1980 and there hasn't been updates on that. So, there's not a big reliance on IT to make some of these changes. You can do this quickly without needing programming or development knowledge. And speaking of IT, IT bandwidth is limited. There's two network staff right now. There's a lot of core projects going on right now. You don't want to put extra strain on them for introducing new types of technology.

So, because Hyper integrates very easily with your call handling solutions, and also our team will do the implementation with your comms team as well, it's not going to be a heavy strain on IT. It's actually fairly limited strain on IT left. It's really working with the comms directors and the comms team to get the protocols in place. I'm going to pause here. Any questions? Is this sounding familiar or these kind of common themes that you're hearing across a lot of these meetings?

Awesome. I'll go through a live demonstration here. Let me just make sure the volume and everything works here. I'll go through a couple of different calls here, and I'll just start with one that's a little bit more longer winded and goes through a couple of different use cases here. So, let me know if folks on the Zoom call don't hear the voice.

Hyper AI:

This is the non-emergency line. How can I help?

Saul Sigalov:

Looks like my sound's not coming through. It's not coming through the speaker here.

Damian McCabe:

Oh, it came through on the zoom line.

Saul Sigalov:

Oh, that's why. Is that why? It should be coming through.

Jonathan Bridges:

You did share the audio, right? I saw you select that.

Saul Sigalov:

Yeah, I did share the audio. I think maybe...Oh, maybe this is why. Select the speaker. What's it called? Okay, so there's an echo. How do I do this?

Jonathan Bridges:

So, you're going to do the audio through your laptop then?

Saul Sigalov:

Yeah, I guess I can do that.

Jonathan Bridges:

Do we want, we may need to mute you.

Saul Sigalov:

Okay. Does that work? Do you hear me okay? All right, let me just do a quick refresh here. Make sure this goes through.

Hyper AI:

This is the non-emergency line. How can I help?

Saul Sigalov:

Hey, my neighbor's setting off fireworks.

Hyper AI:

Could you please provide me with the address where the fireworks are being set off?

Saul Sigalov:

I'm actually not sure exactly which neighbor it is.

Hyper AI:

That's okay. Can you please provide me with your own address so I can get a general idea of the area where the noise is happening?

Saul Sigalov:

Sure. I'm at 321 Main Street.

Hyper AI:

Thank you. Do you have a cell phone that can receive text messages?

Saul Sigalov:

Yeah, I do. But why are you asking me about my cell phone?

Hyper AI:

I would like to send you a link to submit an online report so that an officer can be sent out to address the noise issue. Can you please provide me with your phone number?

Saul Sigalov:

Sure. It's 778-200-3720.

Hyper AI:

I have your phone number as 778-200-3720. Can you let me know if that's correct?

Saul Sigalov:

Yeah, that's correct.

Hyper AI:

Okay. I have sent you a text message with the information you requested. Is there anything else I can assist you with?

Saul Sigalov:

These noises are really, really loud. I'm starting to have some chest pains.

Hyper AI:

Please hold while I forward your call to 911. Can you confirm that you will hold the line?

Saul Sigalov:

Yes, I will.

Hyper AI:

Transferring your call now.

Saul Sigalov:

Okay. So, I'll pause there. Would love to hear feedback before I kind of go through some explanation here.

Scott Harrington:

She can get it fairly well, really.

Saul Sigalov:

Yeah. So, I showed a couple of things there. So, this was a noise complaint example. How we have it set up in the system, it's basically just noise complaint, but it was able to pick up, oh, fireworks? This is related to noise. So, that's one of the main areas where, because we're built on natural language, knows the English language and you don't need to program every single type of noise that can come up. It's really just programming the questions that you're asking.

The other thing here in kind of going back to the detection is it can detect when there's an emergency. What we do is we set up different protocols that say if this is fire or if there's medical or violence or whatever kind of criteria you want to label as emergency, it can pick that up anywhere within the conversation. So, at the end of the day it's always going to fall back, if there's an emergency, it will transfer to a call taker to 911, or we have some agencies that want them to hang up and call 911 as well. What we do is we just integrate with your protocols and how you want your agency and then kind of call flow to work. Within the non-emergency, there's all these different protocols. So, this was just a noise complaint. We have an animal control one I can

go through, and parking violations, things like that. Basically, what we do is we work with you to go through the training documents and the SOPs that you have for your call takers and how to handle those calls, and we digitize them into...

Ivan Whitaker:

Exactly, and to clarify, we wouldn't use this on our 911. This would solely be on a non-emergency. We just wanted to show that 7% of calls that come up on a non-emergency that are emergency, this has the ability to get that over to the 911 trunks.

Saul Sigalov:

Yeah.

Nathan Cherpeski:

So, is this able, because I think sometimes people think that non-emergency is information, so does this use the cloud? How does it, if they call in and they're asking you a question about San Francisco, but an event that's going to happen, because they might do that, does it know how to find that information?

Saul Sigalov:

That's a good question. Damian, do you want to chime in on that one?

Damian McCabe:

Yeah, for sure. Can you hear me okay?

Saul Sigalov:

Yeah.

Damian McCabe:

Great. Yeah. So, I heard the question just around kind of recent information or ongoing events. So, we've made the system easily to update. So, if there was something, if there was a major county fair or something going on, it's easy to put that kind of, in the same way that you might see on a website top banner, like this thing's happening right now, FYI, you can add that kind of information to the agent to be available for the defined period in which that is happening. Does that answer your question?

Ivan Whitaker:

Yes. So, the way we would teach it is, things like shelters and all of that, that would be in there as well. Even during a natural disaster, we can have someone come in and say, "Hey, these are the locations of this or that." So, very easy.

Doug Hill:

So, if I understand, it only goes on the non-emergency calls. It doesn't go on the emergency 911 calls?

Ivan Whitaker:

Correct.

Doug Hill:

So, that's not really solving the problem, is that?

Ivan Whitaker:

Yes. We do about 600,000 non-emergency calls annually and 250,000 911 calls.

Doug Hill:

Call takers are taking the non-emergency calls unless they are taking the emergency calls?

Ivan Whitaker:

That does not include the outgoing calls and conversations with field providers and all the other subsidiary work that you all don't see in this room that they're doing on a daily basis. This is just what we can count.

Saul Sigalov:

The reality is, we're not going to take 100% of your non-emergency calls. There's going to be a lot of calls that do go to call takers. We're trying to be the initial triage to see what are those low priority calls, oh, I got a toothache or something like that, where we don't use your highly trained call takers to necessarily handle something like that, and save those for more emergencies or more complicated cases. And generally speaking, we are seeing about a 75% deflection rate where we can take on actually 75% of those 600,000 calls that are coming in, and you're still going to have those 25, 35% that are going to the call takers, but it's a substantial savings compared to hiring on 200 more staff or more staff in general.

Korban Lee:

So, it deflects to a live body call taker when it's an emergency, as you demonstrated, right? Chest pains, let me get you to the number.

Saul Sigalov:

Yeah.

Korban Lee:

Does it deflect to a live body call taker when it's non-emergency but not standard? Is that the other 25, like you said?

Saul Sigalov:

Yeah.

Korban Lee:

You just said it can handle 75% of the non-emergency calls. The 25% it can't handle, it sends those to call takers because it's a weird one-off?

Saul Sigalov:

Yeah, it can be weird one-off. Maybe it's not in scope, maybe there's no SOPs around it and somebody still needs help. So, the default will still be status quo, which is they'll go back into the non-emergency queue. We're just going to try to attempt to deflect or service this call because it could be just a request for information or a transfer to a specific area as well. So, another example I can do right now is, "Hey, my dog's missing." "Oh, that's animal control. Let me just transfer you." And that way, even if animal control doesn't necessarily pick up, a call taker's not just waiting on hold or on the line while they're waiting for animal control. So, those type of low priority calls we're trying to mitigate and take away from the call takers.

Doug Hill:

Can you give an example of agencies that are currently using this and what has been the public reaction? Because obviously, you can tell it's AI when you're talking, right? So, has there been any media outcry? I'm just kind of curious what the public reaction is to something like this.

Saul Sigalov:

There's definitely some strategy to this, and when we do deploy with agencies, we do work with them to generate certain PR as well to help educate the community, "Hey, this is what we're going to be rolling out with. You're going to be met by a virtual AI agent that's going to try and help service you as well." And there's going to be folks that are very against it and then there's going to be folks that don't really care and there's going to be folks that really do like it. To answer your question, we've been in business for about almost two years, about a year and a half. We've deployed successfully in three different agencies right now, three in Canada and we're about to deploy one out in California to start a pilot project there.

But the sentiment from the community has mostly been positive. Even if you're met with, "Oh my god, this is going to be terrible," there's this preconceived notion that this is going to be another call tree where you're trying to say balance, balance and it's not working. It's not that type of technology. As you saw with the demo, it's a lot more interactive. It's very human-like, and honestly, the technology is just getting better and better every single month. And what we've done with Hyper, the way we built it is, it's modular on the backend. So, as new models are coming out and we're getting improvements in this space, we're able to put in some of these new models as well, all on the infrastructure on our end. Because it's cloud-based, you're just going to be getting all those benefits of a newer system over time without any updates and things like that. Damian, am I overstepping anything there?

Damian McCabe:

No, I think you hit it well. Just a couple other kind of experience points from the deployments that we have. One is, while it is optional from our side whether or not the agent announces themselves at the beginning of the call as an AI agent, every agency we've worked with wants that. And something that's interesting is, some callers totally shift their tone and they're like, "I'm talking to a robot so I will speak differently." But a lot of callers just talk to it. And so, it's been, I would say so far it's been a positive response.

And the one thing I'll hit on is, something that's been kind of an interesting feedback from the floor has been folks not waiting 20 minutes to be told that they should file a report online. So, with the agent picking up right away, understanding what's going on and redirecting them to those other existing diversion mechanisms, it's a better customer experience at the end of the day.

Korban Lee:

Is there an off-ramp for the customer? If they are halfway into a conversation with an AI agent and they don't feel like they're being understood, can they say, "I want to talk to a real person."

Damian McCabe:

Yeah, absolutely. We make it actually fairly easy to get through. We can configure that, challenge them and say, "Please try again, let me know." Or we can just make it really easy for them to get through. Our priority is, so I'll kind of highlight it, is to divert the calls that we can, but if we're not able to help the person, then let's put them in the non-emergency call queue and they'll be served by the next available call taker.

Doug Hill:

Have there have been any studies on, well, using the firework case that we just did, on how many people actually complete their report after being told that they're going to be sent a report?

Damian McCabe:

Oh, interesting. Actually completing the online report, I don't have data on that for you.

Saul Sigalov:

I guess that data would also just be in your reporting system, right? Because our mechanism is really triggering the SMS and here's the data that's in the SMS, the link and whatever message you want. But we're just redirecting them to where you want them to be filled out. So, I guess that data would most likely be in their reporting system.

Dwayne Anjewierden:

We have online reporting, and our folks get about an 80% of them that go to that system, actually complete a report to the end. So, we feel pretty comfortable with that. The problem that I see here is we only have two agencies that have online reporting. So, if we don't all have online reporting, where is it going to send it?

Ivan Whitaker:

Well, yeah, that's just one component.

Dwayne Anjewierden:

But you have to offload it somewhere. And so, we're sending a bunch to an online, "Hey, go make your report online." Right?

Ivan Whitaker:

Right. So, those are the things that we would have to create or move forward with if we move with the system. Yes.

Nathan Cherpeski:

That's really where that case management we've been talking about is going to come in. We're trying to ship people to that.

Josh Collins:

How much control do you have? How much control does VECC have? So, for your noise example, if I call in and I say, "These fireworks, they sound like gunshots, is it automatically going to transfer to 911? Do we have trigger words like that, or do we get to control that?"

Saul Sigalov:

You control everything. So, the way that the interaction works, the questions that it asks, the sensitivity to what a 911 call is versus not, you have all that control. So, what you can do is you can make the prompt around, hey, if fireworks are specifically mentioned because they say it sounds like a gunshot, this might not be an emergency. So, maybe you won't want to send them over. It's really up to you at the end of the day.

Most agencies we find are, hey, you know what, if it doesn't know, just transfer it over to a call taker and go that way. And this just kind of comes back to, the whole reason behind is not to just cover all 100% of non-emergencies. We're not looking to replace your call takers; we're trying to take some of those low priority calls off. So, 4th of July, that might be a prompt that you do put in saying, hey, fireworks, if they say it's a gunshot, it most likely isn't. So, send them the report anyway because if it's gunshots, it might just be calling 911. And then, you can remove that sort of sensitivity later down the line as well.

Korban Lee:

You said you're in three and you're adding a fourth in California. How big, what's the call volume? How big are those PSAPs?

Saul Sigalov:

Yeah, good question. Damian, do you want to touch on the ones that we have in Canada?

Damian McCabe:

Yeah. They're large centers, 25, 35 seats, positions, doing hundreds of thousands of calls.

Ivan Whitaker:

And just know, so we would have been, maybe four or five years ago, we would have been earlier adopters. This is standard and it's just one of... So, again, there's mega centers across the country that are utilizing various vendors as well.

Josh Collins:

So, there are different vendors who do this?

Saul Sigalov:

Yes. There's a few different vendors. Where I'd say we are focusing on is making it easy to customize, and how we've been differentiating is a lot of those other tools are based off of utterances where you really do need to program every single word for a noise complaint that could be said. Where we're different is, because we're based on these new large language models that have been coming out over the last few years, the English language is defined, so it's a lot quicker to stand up. It's a lot easier to manage. It's a lot quicker to stand up, it's a lot easier to manage and doesn't require a whole lot of customization on words, it's more so protocols that you want to put in.

Josh Collins:

What about the privacy aspect of it though? We're giving out this medical information, personal information, is that going back into a system and being used in other deployments, other places to train the system itself?

Saul Sigalov:

That's a great question.

Josh Collins:

How is that controlled?

Saul Sigalov:

Yeah. None of your data is used for training, none of your data is used for training models. Your system is your system, it's your data. It is stored in the cloud, the servers are here in the US, we're using AWS for storing that data in the cloud. And then we typically, for most centers, do have a backup where we're sending the recording and all that data over back to your service if you like as well. But none of the data is used to train models at all.

Korban Lee:

You're a wrapper to lay large an LLM, a separate LLM like ChatGPT or something like that, right? Can you speak to which one you're using?

Saul Sigalov:

Yeah, good question. Damian, do you want to speak on that?

Damian McCabe:

Yeah, for sure. We use a combination of models, depending on which part of the task needs to be performed, so we do use some models from OpenAI, as you mentioned, some of their foundational models, but also from Anthropic as well as Cohere. So those are the main models that we're working with, and we kind of choose which one we're using depending on the specific type of tasks that we need done.

Saul Sigalov:

There are a few other tools in there as well, hence why it's taken some time to build. There's the whole text to speech component, speech to text, there's a few different things that are going on. And the decision as a company that we've made is to not just go with one model and set it and forget it, because the reality is this industry is changing so much, there's new things coming out constantly, and it's just improving, that having the ability to switch models as we need it. On the infrastructure side on our end, it's going to yield basically better performance quicker over time.

Doug Hill:

Does it deal with foreign language?

Saul Sigalov:

It does yeah, I think that might've been one of your questions. Right now we have 29 different languages that it can speak, we're finding great success with French and Spanish, where there's not much needed to really configure. We can detect it, write... so currently right now the protocol is you need to press a number three for Spanish, so similar to what you're used to, and then it'll kick off everything in Spanish. But the nice thing is you don't have to reprogram everything in Spanish. Everything can be in English on the backend with your protocols, and it will just translate, and it'll understand as well. The transcripts will be in Spanish, but you don't have to retrain all your protocols in Spanish.

Tyson Montoya:

Is it word for word translation then, or does it translate into the generalities?

Saul Sigalov:

Yeah, it's in the generalities, like it'll say a sentence.

Tyson Montoya:

Okay.

Doug Hill:

Have there been failures?

Saul Sigalov:

Do you have some examples? What do you mean by failure?

Doug Hill:

Where an emergency didn't get handled.

Saul Sigalov:

I haven't seen any. Damian, I know you were a bit closer with a lot of our early customers.

Damian McCabe:

With the deploys, no, we haven't had an incident where an emergency got classified as not an emergency, that has not happened to date. As I mentioned before, we're usually pretty... if we're unsure, or we think there's something going awry in the call, we're more likely to pass that call onto a call taker, just to err on the side of caution, given the industry we're working in.

Korban Lee:

Is that true of sounds as well? If someone's not articulating words, they're just yelling or choking or something like that, will it kick it over to a call taker immediately?

Saul Sigalov:

Yeah, it would, and it's because it won't understand what this person's saying. So, if it can't really understand like oh, is this person even speaking a language? If it's just noises, we have it so that it kicks over.

Nathan Cherpeski:

And this is our non-emergency line though, right?

Saul Sigalov:

Yes, this is not the emergency line.

Korban Lee:

All right, to begin with, the caller is saying it's not an emergency-

Saul Sigalov:

Yes.

Mark Reid:

What's the expected savings on something?

Saul Sigalov:

That's a good question, I was going to go through that with Ivan kind of on the next call, but we typically see like 80% savings, on average servicing your non-emergency.

Tyson Montoya:

Sorry, is that by not hiring FTEs you mean? Or is that through call volume?

Saul Sigalov:

It's by call volume, but the cost of your call takers to service these non-emergency calls. So based on salary, operational costs and overhead and things like that, what a call taker costs and how many calls they're servicing. If a call taker is servicing that call, it might be \$3-5 per call, we're under a dollar, for this agent to service the call. So, it's a lot cheaper than human labor.

Nathan Cherpeski:

Really, it's a times savings.

Saul Sigalov:

Yes.

Nathan Cherpeski:

We're seeing how much time is being saved per call because right now it's a human being doing it, they could be doing the other calls that are sitting in the queue that need a person.

Saul Sigalov:

Exactly and a figure headcount.

Ivan Whitaker:

That's the big deal, and we have those numbers that I can go through on the next meeting as well.

Doug Hill:

So, it's got to be that when they dial that 4000 number it would go here, and that's the only way that they can get a non-emergency. If they dial 911, it's always going to go to a call taker.

Saul Sigalov:

We're not trying to take the 911 calls away.

Mark Reid:

Can a 911 caller transfer it to the non-emergency?

Saul Sigalov:

Yeah, that is definitely an IT question. It's a question that's come up a number of times, and I think it depends. So, if you are able to transfer, I think it comes down to is it going to free up the line? If a 911 call on the 10-digit line comes in and the call taker transfers it over, does it actually free up the line for that individual? Because if so, then yes, you will be able to transfer, if it comes through 911, they realize, hey, this is a toothache, this is not 911, go talk to Hyper, then yes, they should be able to transfer it.

Doug Hill:

How many 911 calls are non-emergency?

Ivan Whitaker:

He said 60%, I think it's higher than that.

Saul Sigalov:

60% of the total calls coming in are non-emergency, so that's total. But I think what you're asking is, of your emergency calls, how many of them are deemed non-emergency?

Ivan Whitaker:

Yeah.

Saul Sigalov:

About 60%.

Doug Hill:

And we're not talking about doing right now, doing anything with those ones?

Saul Sigalov:

We want to start small; that's our goal. Got some, sorry, next steps here. So, Ivan's been hard at work with this grant and sounds like Hyper can actually help out with this SS4A grant, the road safety grant. Our goal is to, once you get some funding for that, to work with you to actually fully scope out what's this going to look like for a rollout, how many calls we'd be looking at, go through the contract and the terms and all that sort of thing. Make sure that we're solid on the technical infrastructure and how this would all work on your end, and where we would be sitting behind the call handling system and once that's all figured out, it's basically a matter of the RFP being issued. I know you're looking at a few different tools, how we compare, you're going through your due diligence and basically setting that up. I will say if a decision is made with Hyper around September time based on the volume of calls Ivan was talking about, we should be able to deploy that and have it go live by February, March of 2027.

Scott Harrington:

What type of infrastructure costs would we have associated with bringing this on?

Saul Sigalov:

Specifically, no additional infrastructure costs, it's all cloud-based, and we sit behind your call handling solutions already. It's really just routing. Damian, if you want to speak a bit on that.

Damian McCabe:

Yep, that's right. We're a managed service, cloud hosted, and so yeah, there's no additional infrastructure cost on your end.

Mark Reid:

Do you have the ability to listen in, to see what it's saying?

Saul Sigalov:

As a human?

Mark Reid:

Yeah, Ivan wants to listen to see what this AI is telling people and listen in on a call.

Saul Sigalov:

Yes, you do, I know it's kind of hard to see, and apologies for not going through this a bit earlier, but we do have a whole admin console, so this is really where all the calls that are coming in, here's one of a motor vehicle collision that I did. This will be updated live as the call is happening, it's a transcript of the call, so you can listen in via this as the words are coming through, and the recording is saved here as well.

Mark Reid:

If we get permission from an agency in Canada to listen in on some of their calls, do we have to go to Canada or can we do it from here?

Saul Sigalov:

That's a good question, Damian, I know you're closer on these deployments.

Damian McCabe:

If you had permission from the agency, you could access it if they gave permission yeah.

Mark Reid:

It's cloud-based, so there's no reason to leave.

Tyson Montoya:

How would it integrate with the current system then? I mean, it's not something like an API, right?

Saul Sigalov:

Oh yeah, so basically on the call handling side, it would just be... we would replace your phone tree essentially, so we either could sit as an option so when somebody calls on emergency, press one for this, press two for automated AI agent, or we can fully just replace that system so when the number comes in, you're met with Hyper, and then it'll basically interact from there and then it can forward over based on forwarding numbers and things like that.

Tyson Montoya:

And then a call taker could also just monitor this I guess from time to time, right?

Saul Sigalov:

Yeah, exactly. So, we're noticing new roles even being created for... one of our agencies is actually using this as a precursor to remote call taking, so they'll have an agent basically monitor the screen here of all the calls coming in to see if they need to interact, and this is the initial step going in that direction. And there's analytics, I will mention that as well, and the reason why this is important is for a lot of the calls that there's no call for service, a lot of these calls don't really get recorded in the CAD. You don't have a lot of insight into, hey, you're getting this many trespassing calls or theft calls or animal care control calls.

As these calls are coming in, we're tagging them based on the conversation that happened. So this was a noise complaint call because it was fireworks, we're tagging it and you're able to display it in a dashboard setting as well. And another question Ivan you had was can we tag, if we're asking the individual of their zip code, can we document that as well? And that is something that we can do, so if one of the questions is, "Hey, what's your zip code?" We can start recording how many calls you're getting from specific zip codes and start seeing some of that data on the non-emergency line.

Korban Lee:

I was going to ask that because we respond by jurisdiction here, right? You're covering one valley, but you see how many different agencies are around the table, I will call the non-emergency number often as I'm driving through a neighboring city, I don't know the zip code in South Jordan, but there's an issue in South Jordan, I'll call it up. Will it be able to handle our geographic jurisdictional issues?

Saul Sigalov:

Not today, this is something that's coming up often enough that we're exploring, Damian, if you want to touch up at all, it's kind of like embedding the GIS data into Hyper to know where the call's coming from.

Damian McCabe:

Yeah, yeah, for sure. So obviously we're not going to get any alley information coming in, because this is a non-emergency call, so we're not getting that, but from the reporting party, if they're able to provide a street address, it doesn't have to be a zip code, but street address, we can piece that together.

Korban Lee:

If I call and say I'm on Redwood Road in South Jordan, it'll route it to South Jordan? But it won't tap into the GIS location, the GPS location of my phone?

Damian McCabe:

No.

Korban Lee:

Okay.

Mark Reid:

Ivan, what does your staff think about it?

Ivan Whitaker:

We needed it yesterday.

Saul Sigalov:

I wanted to come in person, I flew in this morning to really make sure that I'm presenting it to everyone here and get a face to the name as well of who Hyper is and make sure that if you do have additional questions, I'm happy to dive in a little bit more deeper processions.

Scott Harrington:

And where are you out of?

Saul Sigalov:

I'm based out of British Columbia in Vancouver. Damian's out of Toronto, we have an employee out in California, we're kind of remote. We do have an office in California as well.

Scott Harrington:

Okay.

Doug Hill:

So, my understanding as far as costs go, I know this is generalizing but, if we had this, this would take the place, instead of hiring five new employees, we just hire one, correct?

Ivan Whitaker:

Correct.

Doug Hill:

Is that kind of what I'm hearing?

Ivan Whitaker:

That's the way it works.

Saul Sigalov:

Exactly.

Mark Reid:

What's your implementation timeline? Does it take a week, five months, or a year and a half?

Saul Sigalov:

Yeah, so based on the volume that Ivan was sharing, I think if you make a decision in September, we should be able to get, I think it was about 600,000 calls. We can get that set up by March, something like that. And the thing is too, we can deploy in phases and in stages, so maybe we want to start with 10 or 15 different call types, and that's what it's going to be monitoring, and you can test it out for that kind of time period and we can scale up from there.

Doug Hill:

Do we have to get approval from anybody? UCA or who would be the ones that would have to sign off on this service.

Ivan Whitaker:

For this particular service, if we use Vesta, our current phone system, we would have to get approval through UCA.

Jonathan Bridges:

So, the new phone system would route directly to that 840-4000, we would route to their system, so that's our internal phone system.

Tyson Montoya:

Would this eliminate the phone tree altogether?

Saul Sigalov:

Yes.

Jonathan Bridges:

Yes, this would replace the phone tree that we currently use.

Saul Sigalov:

Phone Tree 2.0. All right, okay. Thank you, Damian, thank you, everybody here.

Korban Lee:

Thank you for coming.

Damian McCabe:

Thanks everybody.

Ivan Whitaker:

All right and so continuing with the Executive Report, and I'm sorry that this is a bit long, but because we'll be talking about the grant pretty soon here, I needed to get this in and we've had to push a couple of things, so we have Convey911 joining in and they'll do a demo on language translation.

Rob Sterner:

Okay. Good afternoon, thank you Ivan and the board for the opportunity to present to you. My name is Rob Sterner. With me today is Jeff Bruns. Jeff is the CEO and founder of Convey911 and Jeff will be taking you through the demo. Can you hear me, okay?

Scott Harrington:

Yes, we can.

Rob Sterner:

Okay, great. Jeff?

Jeff Bruns:

Thank you. Thank you, Rob, quick audio check.

Rob Sterner:

Yep, we can hear you.

Jeff Bruns:

Thank you everyone, thank you Ivan for the invitation. Excited to be here and talk briefly about our solution. Convey911 is a Baltimore based company founded by several folks that come from deep within public safety. I myself was in the fire service for about 18 years outside of Washington DC. I've worked in the public safety space for most of my career. I'm a technologist, an engineer, and I'm a first responder. So, pleasure to share with you kind of an overview of what our solution is. I'll start out briefly, just Convey's story, only about four slides. Just who we are and what we have, and what we provide in terms of delivering value to PSAPs, to public safety, to law enforcement, the fire department. I'm going to go ahead and do a quick share here. As I mentioned, Convey is based in Baltimore, and our mission is communication.

Our focus and our specialty is language access, so this is bridging language barriers, be it in a call center, be it in a video experience, because you have an ASL individual, or be it on the side of the road because you're a law enforcement officer conducting a traffic stop. If you have someone that you're interacting with and they don't speak English, everything grinds to a halt. Our communications platform is focused on communications, the way that people communicate, that is they text. They get on a FaceTime video, they pick up the phone, or they stand right next to you and talk to you. Our communications platform provides those abilities to communicate. Language is an added value proposition in that we have a simplified workflow that is focused on a tightly integrated 911 call workflow. So, this is the ability to communicate with an outside individual via text, via text to 911 provider, we can deliver a mission-critical industry standard text to 911 across about 160 different languages.

We provide a streaming interactive video solution giving you the ability to not only gain situational awareness to identify what may be happening as you're fielding a call from someone reporting something like a fire or a car crash, but also as a tool for language access. Every video interaction, those voices are transcribed, they're translated, and there are closed captions throughout that experience and recorded. A nonverbal individual that may need an ASL interpreter can be bridged with a single one-click style workflow, and we will bridge in a live ASL interpreter. We have a premium solution that provides an always up, always listening, real time transcription and call analysis solution.

The ability to listen to every 911 call that comes in, identify the language being spoken, provide a real time closed captions and translated transcription of that call as it happens. To provide an AI analysis of what is happening. To surface the key components around that emergency and be able to discern the signal from the noise and ultimately be able to take action when certain things happen. A very simple example is Fairfax County, Virginia, where they're combating smash and grabs in some of the malls. The solution is able to identify that a call originated within a predetermined area, and the caller is calling about a burglary in progress. When that action occurs, or rather when those events occur, the action that the solution takes is to transfer or forward that call to their real-time crime center. This gives law enforcement the ability to listen in, in real time, to see what's going on and to deploy video, which was their use case. Winding it down, we also have a multilingual mass notification solution.

One of our star customers is the state of Maryland, in which we're delivering emergency notifications across roughly 180 languages to subscribers and constituents within the state of Maryland. Roughly about 600,000 subscribers that are opting in and specifying their preferred language. The ability to bring in a live human interpreter, when you have an individual that calls 911 and provide a hybrid experience in which we leverage AI to assist in the communication while you may wait for an interpreter to join. Or in many cases with mainstream languages like Spanish and French, the need to bring in a live human interpreter may not be as critical as without the assistance of AI.

And finally, as I like to say, someone that calls 911 and does not speak English, still does not speak English when first responders arrive. The ability to bridge that interaction into the field, leveraging our app to connect with a live human interpreter that is already in the know of what has transpired up until now. Being able to provide a qualified 911 educated interpreter that has awareness of that particular incident, whether it starts in the Comm Center or whether it starts in the field.

Our technology is in the cloud, go figure. AWS GovCloud to be specific. It checks a number of compliance, security, and privacy boxes. Everything is hosted within our environment. We are not going out and talking to any commercial providers of AI or analysis, we are leveraging our own technology, our own framework to be able to provide a highly secure and highly private network and provide these tools without needing to expose sensitive information to the commercial public world. The premium solution, which is the cornerstone of our platform, is that ability to have an assistive tool to provide transparency when individuals call 911 and do not speak English. So real time across 105 languages. The ability to have transparency into what's being said, to summarize, to categorize and derive insights, and to provide on demand integration with Live 911 qualified interpreters.

Our Convey Connect solution is that cornerstone of bringing live human interpreters into the call flow. We have roughly 12,000 in-network interpreters, we have an additional roughly 13,000 what we term crowd or backup interpreters, and we're connecting to interpreters at a very successful low queue time. So that means that last month we processed roughly 35,000 minutes of on-demand human interpretation across all of our customers, our average connection time to an interpreter across all of those languages was right around eight seconds. So, we're consistently delivering on-demand language interpretation with low wait times and certified professional interpreters that are prompted prior to connecting to ensure that they're aware they're coming into a live, critical 911 call.

We're providing the training, the support and the cadence as well as the integration and technology to be able to find a hybrid solution where you can leverage tools prior to the connection of a live interpreter within your comms center. I'm going to pause for one second before I do a screen switch over to a live demonstration. Are there any questions before I continue? All right. Our communications platform is web accessible. So, there is no enterprise software that needs to be installed on premises. There is no complex integrations needed with any of your existing systems. We install a data collector, and that data collector provides the information that we need to provide the experience of conversations over text, over video, and over voice.

This is our landing page where you have a snapshot of the demographics around the usage, across languages, durations, location requests, and the various other features that the solution offers. Many of our customers are using the solution not just as a secondary means of communication for text, but they're also providing public service announcements throughout the community, allowing the constituents and those that live in the community to communicate through the text to 911, as well as text into their non-emergency number. That may also include your 311 short code. We are providing service for 211 in several locations. The ability to communicate in an inbound direction for individuals that don't speak English gives them the ability not just to have to pick up the phone and call, but also be able to communicate over text.

I'm going to queue up a simulation, this is going to simulate a live 911 call, this is an individual that's calling in, in reference to a custody dispute. The individual speaks Spanish, our language service interpreter will be brought into the call, and you'll hear it unfold. I'm going to transition off of my AirPods onto my phone so that you can hear the audio, I apologize if there's any background noise.

Convey911 Simulation:

Welcome. Please select the language for interpretation. Searching for interpreter.

Convey911 Simulation:

Hello, my name is Andrew. My ID number is 9978853. I'm your Spanish interpreter, how may I help you?

Convey911 Simulation:

Hi, this is Anne Arundel County police. Do you need police, fire or ambulance?

Convey 911 Simulation:

Esta policia ambulancia o bomberos?

Ivan Whitaker:

We've lost sound.

Rob Sterner:

Jeff, we lost sound.

Ivan Whitaker:

Jeff, you down? I think Jeff is frozen.

Rob Sterner:

I've pinged him here to see if his connectivity was bad or what.

Ivan Whitaker:

Still frozen. All right, Rob. I'll take it from here. So, what he was trying to show you is a couple of numbers for you from a language-translation perspective right now. We're getting 84 calls a day. We're spending about 800 minutes a day with language translation, about 24,000 minutes a month. We're paying about \$200,000 a year for language translation at about \$0.69 per call. It's taking us five to seven minutes to get an interpreter on the line right now. We have to do something about it. We've had things like infant cardiac arrest from choking and things of that nature.

Nathan Cherpeski:

How many minutes did you say?

Ivan Whitaker:

It's 800 minutes a month.

Nathan Cherpeski:

No. How long to get the interpreter?

Ivan Whitaker:

It's five to seven minutes to get an interpreter on the line. What he was trying to show was a method of being able to have that instant transcription, AI voice-to-voice as well, in addition to when any responders arrive on scene, they are able to have an app with the AI translation. 30% of the calls that we deal with are field providers actually calling in for translation and getting us to connect them with translation. We've got to get away from that.

So that's another way, when we start to look at those FTEs that we're talking about, this is another way to help with that as well. We believe, based upon the studies, we can get that down. Our normal call is about three minutes and 40 seconds. We believe we can be in that range and shave about five minutes off the call with these calls if we could get better translation. That's what that was about.

Korban Lee:

Ivan, are you saying because Hyper in their demo had some language capability with AI.

Ivan Whitaker:

For non-emergency.

Korban Lee:

For non-emergency?

Ivan Whitaker:

Yup.

Korban Lee:

Okay. So, you're saying we kind of want both. Hyper would do non-emergency calls, some Spanish or language interpretation for non-emergency stuff.

Ivan Whitaker:

Right.

Korban Lee:

And Convey 911 would assist with language, just the language interpretation on your 911 calls?

Ivan Whitaker:

Correct, yes.

Korban Lee:

Okay.

Ivan Whitaker:

Yes.

Dwayne Anjewierden:

The officer also has the app, right? So, they can, in the field, also translate off their phones through the same server?

Ivan Whitaker:

Yes.

Doug Hill:

Okay. So, an officer has somebody who doesn't speak English. They bring up their phone and that then, the interpreter is listening to that and then in turn interpreting that to the 911-call taker?

Ivan Whitaker:

Well, depending upon the situation, an officer might not even have to involve us at all in that situation.

Korban Lee:

I was a little confused. Is the interpretation AI, or is the interpretation with an interpreter?

Ivan Whitaker:

Well, both.

Korban Lee:

Because they said 12,000 interpreters and then AI. It's both?

Ivan Whitaker:

It could be both. So, some calls, if it's low priority, and it's on a 911 call, we could stick with AI. Some calls, you'll need that interpreter. Say we're providing CPR instructions. We want that safety of the instructions being provided or translated by a live person.

Dwayne Anjewierden:

At the very least, you have on your phone or on whatever, you have the AI speaking for you so you can get things started. And then if you're waiting that three to five to seven minutes for an actual interpreter to come online, now you get a better understanding of what it's going to be. Also, the interpreter comes on, they also see what the AI has generated and knows a little bit of the story before they start breaking in.

Ivan Whitaker:

Exactly.

Rob Sterner:

That's correct.

Ivan Whitaker:

Some of these calls that we're waiting on right now, we can at least get an address from the beginning and send. We can't even communicate to get an ambulance sent because we're waiting on an interpreter.

Mark Reid:

Dwayne, what does an officer do now?

Ivan Whitaker:

Good question. They'd call into us, and we get language translation on the line for them, which they're still waiting. They have to call us and then wait for us to link them with the interpreter.

Dwayne Anjewierden:

I find that my Spanish sounds an awful lot like really loud English, which is what I've found. But there's a lot of them that we do that. A lot of them will get on Google Translate and try and do that. That's very ineffective actually. It doesn't do very well for what we're doing.

Doug Hill:

But somebody could just call directly 911, that's a non-English speaker. And then what the call taker is hearing is the interpreter giving the emergency. And then asking questions back through the interpreter to the caller, right?

Ivan Whitaker:

Right.

Mark Reid:

Does the interpreter get on the call?

Ivan Whitaker:

Right. So, there's two different environments. One would be AI and the call taker actually leading the AI.

Dwayne Anjewierden:

You can skew it.

Ivan Whitaker:

Right. They're asking a question or saying something in English, and it's interpreting it. The live translator, we would control bringing that live translator on to where they could then go further with those pre-arrival CPR instructions, for example. We would control that environment.

Korban Lee:

You said a price. I can't remember. For this language one, is that price just for VECC and then you're talking about officers could use this app and use it to interpret out in the field without ever calling into VECC.

Ivan Whitaker:

Yeah.

Korban Lee:

Does that price include all of our agency's officers?

Ivan Whitaker:

Yes. It was based upon our call volume, and you have what's included in that. So anytime we price things, we don't price it out on individual, just VECC, it's valley wide.

Doug Hill:

But this is only an interpretation service?

Ivan Whitaker:

Correct.

Korban Lee:

Does it matter what Salt Lake Peace App's doing on this? Do we need to sink up on them?

Ivan Whitaker:

Salt Lake Valley, they're looking to go to a different solution. We are not seeking to go to that same solution because it's more pricey.

Korban Lee:

Does it matter with Versaterm though or anything if we're not on the same interpretation services?

Ivan Whitaker:

It does not, no.

Korban Lee:

UHP doesn't matter also. If UHP is using one service, and we're using something else, that doesn't matter?

Ivan Whitaker:

No. Because if we do by chance have to transfer over, which we won't, but if we do by chance, they'll have their own translation services.

Scott Harrington:

What efficiencies would we gain by doing this?

Ivan Whitaker:

One, it'd be quicker, our response, getting our field responders out quicker instead of waiting those five to seven minutes for the interpreter. That's a big one. Two, we're going to get our people off the phone quicker. Right? So that eats into some of those FTEs that we're talking about. So that's why I gave you the numbers, because this is a big deal as far as the amount of time we're spending on the phone right now.

Korban Lee:

Ivan, you mentioned we're spending \$200,000 a year or so on interpretation anyways. Up on the screen, it looks like this is 188. Are you saying you can do this within your existing budget?

Ivan Whitaker:

Yes.

Korban Lee:

You would just essentially switch interpretation services from what you're currently doing to this?

Ivan Whitaker:

Yes. It's even better. We can do it in our existing budget and save \$12,000, but we can get a, and part of the SS4A grant, when I go through this quickly, we can get money for that and really get down to about \$60K instead of \$200K.

Scott Harrington:

Well, for the first five years though.

Ivan Whitaker:

Yes. It's about \$760K in savings. If we got the grant money to help offset, this would pay for it.

Doug Hill:

Would the call takers, do they even see a difference? Will they even notice a difference other than the wait time?

Ivan Whitaker:

Oh yeah.

Elyse Haggerty:

It is exceptionally terrible to listen to someone screaming in another language. And you know something is wrong, and you have no idea what it is.

Doug Hill:

So, you're waiting for an interpreter, right? Taking all that out, once we get the interpreter on the line, is it different than what this new service is?

Elyse Haggerty:

Yeah. A lot of these new services actually provide a transcript in English. So, when we ask the interpreter the question, they are interpreting it, and then they're speaking back in Spanish. I, as a call taker, could see what their answer is before the interpreter is actually providing that so it would be much faster.

Korban Lee:

It speeds up the communication.

Ivan Whitaker:

Remember, they're putting information in CAD as well to the responders, and the responders can see that information.

Dwayne Anjewierden:

And again, not to dwell on the app, Spanish, we can usually find somebody out there that speaks Spanish to come help us out. But we're talking a lot of different languages that are out there, that are harder to find a local translator for that. It opens up some possibilities for your people that are working in the field too.

Doug Hill:

So, the agency, the police department, the officers, without any cost, just download this app to their phone and use it?

Ivan Whitaker:

Yes.

Mark Reid:

I just can't imagine how in the world do you figure out what language they're talking?

Elyse Haggerty:

That's a benefit of the AI tool. It can tell us. Because there are times that you ask what language you speak in. You have to get an interpreter on to see if they have any idea.

Scott Harrington:

Yeah.

Dwayne Anjewierden:

Chinese also sounds like really loud English.

Ivan Whitaker:

Rob, sorry that it didn't work out. You all can go ahead and hop out. But thank you for coming.

Rob Sterner:

Oh, absolutely. Yup, sorry about that. Sometimes connectivity doesn't work the way we'd like. Thank you.

Doug Hill:

What about procurement? Do we follow a process? Well, I'm assuming you would write the grants but ultimately, I'm assuming the costs of these programs, both of them, are going to require some kind of procurement process. Right?

Ivan Whitaker:

Correct. The only thing I'm going to do on this is the SS4A grant. I'm not going to go into anything else with the Executive Report. Tyson and I submitted on May 9th for what we call the SS4A grant, Roadway and Safety Grant. We believe all of this could be covered under that. We'll know by September, October if we received the grant. We applied for about \$5.2 million in stipulations. The stipulation is there's a 20% offset, so we would have to come up with 20%. In your packet, I put, and again, we would have to go to RFP. That's another thing I'll talk about. But the annual cost for each of these programs, you'll see the non-emergency AI. You'll see the AI language translation. Data dashboards, I'm not going to spend a lot of time on that, but our visibility across the county as far as the data that we're being able to provide.

Korban, when I first arrived, you wanted sample data. We had to do Excel sheets to provide that type of stuff. We need some good data dashboards and then tow services. You'll see, it's about \$1.1 million annually. VECC's portion of that on the third, look over three spots, it's about \$221K a year. That's before negotiation. That's before RFP, anything. We, Tyson and I, we're definitely going to negotiate and get better numbers than this, but this is worst-case scenario.

The five-year cost will be the \$1.1 million. And again, there's things that we haven't even... I want to do at the next meeting, really drill down how we can pay for this, where would that \$221K come from annually, to make sure that we're all on the same page that we can afford it.

Korban Lee:

Maybe I missed that, the SS4A grant, that's a federal grant?

Ivan Whitaker:

Yes. The Department of Transportation. So, we had a deadline of June the 28th to apply, but we had to get in by May 9th if we wanted a pre-evaluation of our packet. They'll let us know if we're missing things, so we got it in. Just wanted to make sure you understood what we're applying for in this.

Doug Hill:

And the ops board, so fire, police, probably doesn't affect that a whole lot. Right? But the towing services would.

Ivan Whitaker:

It does. And I got consensus across the police chiefs that they wanted to move forward with looking at options too. We're bringing in the two companies that we've been looking at to do presentations. That would also have to go through an RFP process as well.

Scott Harrington:

And then right now, just to make sure I'm clear, this \$221K, other than the language translation, is not in the budget currently?

Ivan Whitaker:

Correct.

Korban Lee:

But would most of that be offset by the language translation?

Ivan Whitaker:

Yeah. 75% of that \$221K would be offset by the language translation.

Korban Lee:

So, if you get this grant, the net impact of VECC's budget is pretty small.

Ivan Whitaker:

Yes, it's minimal.

Scott Harrington:

For the first five years.

Ivan Whitaker:

Yes.

Scott Harrington:

The sixth year, it'd be fairly significant.

Nathan Cherpeski:

I think that we want to see kind of how you're going to pay for it and what the long-term implications are. Again, are we saving? I have a lot of questions about it because I don't want it to be like the cops' grants used to be. "Hey, we hired this cop to get this grant," and then in five years you're stuck with multiple officers nobody ever really planned for. So, I think that's what I'm looking for the next meeting, is let's talk about the grant. But also long-term, what does that look like for us?

Ivan Whitaker:

Yeah.

Scott Harrington:

What do you think our chances are of getting the grant?

Ivan Whitaker:

I think it's really good. So, it's a couple of billion dollars that they're giving out. It's been underutilized over the years. What I heard is about 95% of the agencies that applied for the grant previously got it.

Mark Reid:

Is that the case in the last year? Or is that the case in the last five years? In the last year, it seems like a lot of grants got changed, and you're not getting what you used to.

Ivan Whitaker:

Yeah, you're right. And that's why I can't say for sure, but I think it's favorable.

Doug Hill:

But if we didn't get the grant, this would come to a halt, or we'd have to talk about how to come up with the entire cost, right?

Ivan Whitaker:

Exactly. And that's where Tyson and I, on the next meeting, we'll talk about worst-case scenario.

Doug Hill:

Well, I'll speak for myself, but you guys are way forward-looking. I just want to thank you. This is kind of almost mind-blowing that we're even talking about this, so this is amazing.

Ivan Whitaker:

Thank you. Tyson and I and Elyse and the whole crew here, many hours. They might be tired of me already.

Scott Harrington:

You've done a good job, for sure.

Ivan Whitaker:

Thank you.

Mark Reid:

You've said it two or three times, but can you tell me how many non-emergency calls we get a year?

Ivan Whitaker:

600,000.

Mark Reid:

600,000.

Ivan Whitaker:

Yeah.

Doug Hill:

Yeah. And people just... That's why I'm kind of shocked. Where do they get this non-emergency number? I know it because I work for a city, and our police tells us, "Call this number." But if I'm a normal citizen, how in the world would I ever know what number to call?

Ivan Whitaker:

So, I want to make sure everybody understands. So that 600,000 is everything lumped together, so whether they dial a non-emergency line or they dial 911 and it turns into a non-emergency. Does that make sense?

Dustin Lewis:

But how do people get the non-emergency number? Just through cities?

Korban Lee:

It's been published over the years, don't call 911 unless it's an emergency. If you want dispatch and it's not an emergency dial to 840-4000.

Doug Hill:

Does anybody really remember that number? I guess they do.

Scott Harrington:

Apparently, they do.

Nathan Cherpeski:

Well, some 43,000 people a month.

Dwayne Anjewierden:

The majority of that, if you go Google, "Non-emergency police," it just comes up with that number. So whatever jurisdiction you're in, it knows that you're there on your phone, and it'll go to that website. So Michael, if you were in Kearns, it would go to UPD. And it would say, "Here's our non-emergency number."

Mark Reid:

So, if I'm in Taylorsville, I get rear-ended. Officer Olson helps me. I can call the non-emergency number and say, "I need a case number. I got hit on such and such day," and talk to Officer Olson?

Ivan Whitaker:

Yeah.

Mark Reid:

They would send me the case number.

Ambir Widdison:

A lot of police agencies forward their lines to us at 1700 every day.

Ivan Whitaker:

I said I won't go into anything else on the Executive Report today.

FINANCE REPORT

Scott Harrington:

All right. Financial report.

Tyson Montoya:

Thank you. I will run through these real quick. Our total revenue, through April we should be at 83% of our budget. Our total revenue is at 89%. Our total personnel is at 86%, and that's a little bit high. We added three pay periods in this particular month. That will flatten out next month.

Our total admin in the office is at 80%, for a total expense of 84%. We're just a little bit high, but you can see our revenue is also high. So overall, when I come down here, you can see our total-fund balance is at 3.6

through April. We're going to add another 1.5, so we're at 5.1. Our monthly expense, on average, is about \$2 million. I have in our budget, we're not adding anything to the fund balance, but we're left with about \$1.1 million, and that's just right now. So, we should have the fund balance remain the same as it was last year. Do you guys have any questions on that?

Scott Harrington:

Nope, keep going.

Tyson Montoya:

This is our check list. Going forward, any employee, I'm going to put the reason for the check for transparency purposes.

Scott Harrington:

That'd be a nice addition.

Tyson Montoya:

That is all for April finances unless you guys have any questions.

Scott Harrington:

Okay.

PUBLIC HEARING FOR ADOPTION OF FY26 BUDGET

Scott Harrington:

At 9.2 public hearing, so let's go ahead and open the public hearing for the fiscal year '26 budget. Do you want to do any kind of presentation on that, or is anybody here to speak on the budget? Here or online?

Tyson Montoya:

I did not get any emails. I don't know if there's anybody online.

Doug Hill:

I just want to say it's a great budget document. Thank you for putting it together.

Tyson Montoya:

The finance committee did a really good job helping us, and I need to thank them, everyone here as well. Everyone did a fantastic job with this.

Mark Reid:

Can I ask you one detail?

Tyson Montoya:

Of course.

Mark Reid:

Page 42.

Tyson Montoya:

Sure.

Mark Reid:

The 2025 budget shows Versaterm about \$1.2 million, and then RMS at \$309,000. Then in the next budget, it jumps up a little bit on one and down on the other, but the next line is \$1.3 million dollars. What's that?

Tyson Montoya:

That is the total pass-through costs that we're showing as an expense item.

Mark Reid:

This is an expense we haven't had before?

Tyson Montoya:

No, it is. It wasn't shown there like that. Really, the \$1.1, the \$191,000, the \$1.3 million, the \$120,000, and then those three numbers there make up the \$1.68 million in pass-through revenue.

Mark Reid:

Okay.

Tyson Montoya:

So, it's just pass-through costs. We share 35% services with Salt Lake City 911, so it's included in that.

Mark Reid:

So, you're just presenting it a little different?

Tyson Montoya:

Yes. We're just showing it as a total expense and then offsetting it through revenue as a pass-through.

Scott Harrington:

Any other questions on the budget?

Tyson Montoya:

The only other thing I just wanted to comment on is page 29, we made a change from the last budget. We moved that COLA down from 3% to 2.5%. We also have moved the overtime wages. We're hiring additional part-time, so we took that overtime wage, reduced it, and moved it into the part-time allocation. Outside of that, there was no change to the budget that was presented to you guys last month. Any questions? Anything?

Korban Lee:

This is the second year we've budgeted for a shifted differential, I think. Is it working?

Elyse Haggerty:

Yeah, people love that.

Korban Lee:

Are you able to schedule and staff those hard-to-staff shifts?

Tyson Montoya:

We're also adding one new FTE in TS, a much-needed Network Engineer position that would help free up some of the bandwidth that they need help with. On page 17, you can see the FTE count versus last year. The 25 FTEs are not included in that total number. So last year, we were at 147. This year, we're at 148. We're not including those 25 part-timers. They're not included in the FTE count. We don't have benefits for them.

Scott Harrington:

Okay. All right. Thank you, Tyson. All right. Well, I don't see any other comments or questions. Let's close the public hearing.

ADOPTION OF FISCAL 2026 BUDGET

Scott Harrington:

Okay. Looking for a motion for adoption of the fiscal year 2026 budget.

Josh Collins:

I motion.

Scott Harrington:

Second?

Doug Hill:

I second that.

Scott Harrington:

All right. We probably should do this one by roll call.

Tyson Montoya:

Rachel, can you do a roll call real quick?

Rachel Nipper:

Yes. Can you hear me?

Ivan Whitaker:

Yeah, barely.

Rachel Nipper:

Okay. Let's see. Hopefully there's enough present still. I have Scott Harrington, Taylorsville?

Scott Harrington:

Yes.

Rachel Nipper:

Kevin Hicks, Riverton? It looks like he's left. Korban Lee, West Jordan?

Korban Lee:

Yes.

Rachel Nipper:

Mike Barker, Draper?

Mike Barker:

Yeah.

Rachel Nipper:

Doug Hill, Murray?

Doug Hill:

Yes.

Rachel Nipper:

Dustin Lewis, South Jordan?

Dustin Lewis:

Yes.

Rachel Nipper:

Josh Collins, South Salt Lake?

Josh Collins:

Yes.

Rachel Nipper:

Nathan Cherpeski, Herriman?

Nathan Cherpeski:

Yes.

Rachel Nipper:

Mark Reid, Bluffdale?

Mark Reid:

Yes.

Rachel Nipper:

Jared Gerber, Cottonwood Heights? Chief Dom Burchett, UFA?

Dominic Burchett:

Yes.

Rachel Nipper:

Sheriff Rivera, Salt Lake County?

Jason Ackerman:

On behalf of Sheriff Rivera, yes.

Rachel Nipper:

Okay. Jason Ackerman. Chief John Evans, West Valley City?

Chief John Evans:

Yes.

Rachel Nipper:

Chief Anjewierden, UPD?

Chief Anjewierden:

Yes.

Rachel Nipper:

That should be everyone.

Scott Harrington:

Thank you.

Motion –

. . . by Mr. Josh Collins, to Adopt the Fiscal Year 2026 Budget, the motion was seconded by Mr. Doug Hill; the motion carried unanimously.

NO CLOSED SESSION/MOTION TO ADJOURN

Scott Harrington:

Thank you. All right. Do we need a closed session?

Tyson Montoya:

Thanks, Rachel.

Scott Harrington:

So I'll have a motion to adjourn.

Dustin Lewis:

So moved.

Scott Harrington:

All right. Thank you, Dustin.

Doug Hill:

Seconded.

Tyson Montoya:

Thank you, everyone.

Motion –

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

The meeting adjourned at 4:22 p.m.