

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

August 20, 2025 Meeting Minutes

MEMBERS PRESENT:

Mr. Scott Harrington – Taylorsville, Chair
Mr. Kevin Hicks – Riverton, Vice Chair
Mr. Mike Barker – Draper
Mr. Doug Hill – Murray
Mr. Dustin Lewis – South Jordan
Mr. Josh Collins – South Salt Lake
Mr. Nathan Cherpeski – Herriman
Mr. Bruce Kartchner – Bluffdale
Mr. Jared Gerber – Cottonwood Heights
Mr. Dom Burchett – UFA
Ms. Rosie Rivera – SLCo
Mr. John Evans – West Valley City
Mr. Dwayne Anjewierden – UPD

MEMBERS ABSENT:

Mr. Korban Lee – West Jordan
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
Mr. Scott Young – VECC Legal Counsel
Ms. Shondra Young – VECC Chief of Prof. Stand. & Dev.
Ms. Rachel Nipper – VECC
Ms. Jodi Morris – VECC
Mr. Brice Rawlings – VECC
Ms. Nicole Lopez – VECC
Ms. Ambir Widdison – VECC
Ms. Rosa Olivos – VECC
Ms. Tammy Cornelison – VECC
Ms. Chelsea Ridge – VECC
Mr. Neal Bennett – VECC
Mr. Martin Webb – VECC
Ms. Kira Lopez – VECC
Ms. Amy Bishop – VECC
Ms. Amanda Eggstaff – VECC
Mr. Clint Smith – DFD
Mr. Shane Taylor – RPD
Mr. Joey Mittleman – MFD
Mr. Derek Maxfield – WJFD
Mr. Terry Addison – SSLFD
Mr. Matt Evans – BFD
Mr. Troy Carr – HPD
Mr. Chris Dawson – SJFD
Mr. Jeff Carr – SJPD
Mr. Craig Burnett – MPD
Mr. Rich Ferguson – DRPD
Mr. Wade Russell – UFA
Mr. Robbie Russo – CHPD

The meeting was called to order by Scott Harrington at 2:00 p.m.

Scott Harrington:

It looks like it's 2 o'clock. I believe we have a quorum. Let's go ahead and get started. Ivan, do we have any visitors to introduce?

Ivan Whitaker:

Yes, sir. We'll do that on the awards portion of it.

Scott Harrington:

Ok, review and consideration approval of the June 18th board minutes. Does anybody have any changes or questions on it? Seeing none, I'll look for a motion to approve.

Jared Gerber: So move.

Kevin Hicks: I'll second.

Scott Harrington:

All in favor?

Group:

Aye.

Scott Harrington:

Any opposed? Ok, seeing none.

Motion –

. . . by Mr. Jared Gerber, to approve the minutes from the June 18, 2025 Board Meeting, seconded by Mr. Kevin Hicks; the motion carried unanimously.

PUBLIC COMMENTS

Scott Harrington:

Public comment. Do we have anybody from the public that wants to comment either here or online? Seeing none here. You didn't get any comments through email or anything? Okay.

OPERATIONS BOARD REPORTS

Scott Harrington:

Police Operations Report. Chief Taylor, are you available?

Shane Taylor:

To start off, thanks for your time. I appreciate all of you. We had our June 5th meeting minutes approved and then we went over the user group meeting minutes. We talked about school safety and an incident management problem that occurred. A new school safety handling procedure was created and sent out for

review. There was a delayed response with an AR-15 at the Kearns High School where the dispatcher tried to contact the SRO instead of dispatching units immediately and the school administration was not notified. So dispatch communicates that they're going to have a point of contact at the schools so the incident commander can make the contact immediately upon arrival.

Then we talked about reverse 9-1-1, which has kind of been a priority for most agencies of recent. They sent out a new reverse 9-1-1 IPAWS emergency activation procedure update for review. Some of the discussion included generic templates for texts and email alerts. Changes were made to the templates. Basically, liability and accountability falls on the individual agencies with the messages being sent out to the community. It was decided that as far as the narrative, it would be discussed with the watch commander or the sergeant on scene before sending the reverse 9-1-1 out to the community, and as far as the radius and distance, because ultimately it falls back on the individual agencies of what's being put out. As far as the Riverton community, we're doing a 9-1-1 reverse campaign with our citizens, updating them with the new software that VECC has in place. They can go on the link there at VECC and register their information so they can be notified of a critical incident or event that they need communications from the police department or fire department.

Erin Downs spoke about, we kind of requested the lead person in the MDTs which currently does not allow self-dispatch in the global setting, Erin will probably be able to answer any questions regarding this. Some of the agencies use the lead person when no sergeants or officer in charge are available. One of the questions brought up that granted self-dispatch capabilities, although it was previously discussed, Erin wanted field supervisors to make the final decision and also confirm that telephonic officers should already be able to self-dispatch and will double check to ensure that's working. The consensus leaned toward enabling self-dispatch for lead personnel units for better support operational and flexibility.

The prior CAD Admin had officer skills where the officers have special credentials as part of their name, where they're able to add that to the CAD. They've asked that that information be sent to dispatch so they can go ahead and input that. Erin is asking for emails from individual agencies to talk about that.

Then they also talked about the law enforcement medical response. Rosa sent out a list related to law enforcement medical responses, but no agencies have sent back any feedback currently. As far as the user groups, they actually changed the chair and vice chair. Sergeant Mark Squire with South Jordan PD is taking over the chair over the user groups, and Lieutenant Elkins with Draper PD will be the new vice chair. And then the South Valley agencies, we kind of talked about the calls holding in the queue for more than five minutes that dispatchers would go ahead and assign them to the available units so we don't have people retired on duty.

Then moving on to the Ops Board conversations. Ambir with VECC talked with UCA and everyone should have received a visit from UCA over the last week, which Riverton, I know we did. There's has been mixed feedback. It sounds like we are still having communication problems. They've asked to continue sending feedback to them. One of the issues was an antenna issue. Field technicians revealed that many radios only have 800 band antennas instead of the required 700-800 dual band antennas. This could cause mistraffic, but agencies were never informed until now, despite UCA serving the radio system for years. So hopefully we can rectify that. Some of the vehicle radios were found to be programmed at 150 megahertz since UCA has handled the programming for local agencies and had no way to verify the problem or quality control. Ambir continued about CAD to CAD. I'll let her touch on that. The interface with UHP, Spielman to Versaterm is unreliable. It affects all agencies where UHP has taken over Bangerter Highway. When UHP changes the address so officers can see them on the MDTs, they stop receiving updates from dispatch. Since regulation prohibits transferring more than 2% of 911 calls, VECC must handle UHP calls and keep entering updates manually. So that's also a communications gap. VECC is internally trying to create policies to better streamline the process.

Then we talked about the towing services, and Ivan, the director with VECC, invited Tow Pro, Julie Edwards. She did a presentation and showed the Chiefs a demo. We talked about the key benefits and highlighted a few

of them. It's basically a fast response. Tow arrivals cuts things in half. Transparency, the officers can track the tow trucks live, reducing the calls dispatch asking where the records are. Public-facing site citizens quickly find if and where their car was towed, reducing the stolen car calls to dispatch. Also, for tow company features there is Google Maps, integration, real-time notification, document management, compliance tracking, and the title requests, etc. There's no cost to the system. It is free for police dispatch. Tow companies pay the \$15 fee per tow typically passed on to the motorists or insurance companies. Compliance safeguards ensure tow companies drivers remain certified, insured, and the rotation complaint reduces liability for the cities, etc. Overall, the system reduces dispatcher workload, improves officer efficiency, shortens tow response times, accountability and shifts the cost to the towing companies rather than taxpayers. At that point we kind of passed a little bit more of the meeting on to the director Ivan Whitaker and I know he has a few things he wants to discuss in this meeting as well. I won't steal any of his thunder and that's kind of about the user group meeting and the VECC Ops Board meeting that we had on August 14th. Is there any questions?

Scott Harrington:

You have any questions? All right. Thank you, Chief.

Shane Taylor:

I appreciate your time. Thank you.

Scott Harrington:

All right, we'll move on to the fire operations board, Chief Smith? Addison?

Clint Smith:

Mr. Chair, I was not at our last meeting. I'm not sure if Chief Addison or Chief Mittelman are on. Either one of them conducted the last meeting, may be able to provide that update since I was absent.

Scott Harrington:

Okay, thank you. Are any of them two available?

Joey Mittleman:

Chief Smith, I'm on, but I was also absent. We had a little incident in Murray during that time that I was unable to make it to the meeting as well. So hopefully, Chief Addison is there, or if one of the other members is there, it might be more fitting.

Ivan Whitaker:

So the big piece that we'll talk about, what I'll bring up that's not on the agenda later, we had a conversation about citizen assist calls versus short falls. We ran some data and it showed that about 600 plus calls from the previous year that were coded as citizens assist were transported to the hospital, and they were actually fall calls or trauma calls. So we needed to create a new definition. We needed to do something different with our response, as well as far as how we're selecting nature codes in CAD. There is an email that I think came out today seeking approval to make those changes, definition changes, nature code changes in CAD to be able to move that forward. So that's the bigger piece that's not on the agenda, and everything else we'll talk about as part of it.

Scott Harrington:

All right, thank you. Let's just jump to awards and recognition, I guess, then. Ivan?

AWARDS AND RECOGNITION

Ivan Whitaker:

Very good. So we'll bring our slides up, please. Here we go. As a part of this current fiscal, what we wanted to do, and we worked with the finance committee on this and the Board of Trustees, to identify some monies to be able to do some promotions. That's all a part of the budget. What we found as far as a gap was one and primary, when field providers are calling in to basically get information, it's just they don't know who to talk to, they don't know who to communicate to, communicate with. We had multiple supervisors, but those supervisors basically didn't have a level of authority to be able to make certain decisions. They weren't a part of the hiring process or decision-making process when it came to policy and SOPs. We needed to revamp all of that. What we're doing now represents the new infrastructure coming in, moving forward from a leadership perspective.

We have a couple of individuals here today that we're very proud of. I'll go through the list where you'll see managers where we haven't had managers before, where we have Martin Webb, Amy Bishop, Rebekah Gundersen, and Kira Lopez. They have all been promoted to managers. We have Holly Kirby, Troy Phillips, Lucy Papworth, Brittany Goddard, Melisa Garcia, Brett Albiston and Heidi Bell. They have all been promoted to supervisors. And again, these are much different than the supervisors that you heard of before. Those supervisors were really leads on the floor. They have true leadership authority to be able to help us move things forward in the future. Elyse, I'll let you take it from here.

Elyse Haggerty:

For the four that are here, Amanda Eggstaff actually got cut off on the bottom. She's our eighth supervisor. We're going to present them with a Certificate of Promotion because they have successfully demonstrated the leadership, dedication and professional excellence required for advancement, in recognition of their outstanding commitment to public safety, operational oversight, and the advancement of 911 communications. Their achievement reflects the highest standard of integrity, service and responsibility in guiding communications officers, and ensuring the safety of the citizens we serve. Danny, our Administrative Commander, and myself, are very excited about this team. It's very strong. Everyone has a part to add that is unique. We are very excited and very proud of our new managers and supervisors. Amanda Eggstaff is an operations supervisor. Congratulations. Amy Bishop is an operations manager. Kira Mecham. Kira Lopez, we'll fix it. She just got married, operations manager. Congratulations. And Martin Webb, operations manager. Congratulations.

Elyse Haggerty:

So please welcome our new team.

Scott Harrington:

Thank you for your hard work. It's quite an achievement.

Ivan Whitaker:

All of them are currently in a growth and development program for leadership. Anyone moving forward would've had to have already completed that growth and development plan before they go into it, but we're very proud of their efforts. Ambir, would you like to take this one?

Ambir Widdison:

Over the last month we've had some pretty significant incidents on the fire side of the house. We had a West Jordan fire that resulted in an entire family casualty, which was an incredibly hard call for our dispatchers and field responders to be a part of. But we wanted to recognize the strength and the teamwork that went into those incidents, even with the outcome, just to recognize the dispatchers and the great work that they did

from the police side to the fire side. Those dispatchers and the call-takers that took those calls, we wanted to recognize them.

In addition, we had a very significant fire on the Millcreek side where we had six channels open, six dispatchers assigned. We had two Comm Chiefs in here that were helping us navigate the holes in the city and provide support for those move-ups. In addition to that, we had two working structure fires and three working field fires all involved in the Millcreek fire. So we just wanted to recognize those fire dispatchers and police dispatchers who came together to support the field units on those calls.

Scott Harrington:

Yes, thank you.

Rosie Rivera:

Can I ask one question on that? Are you guys tracking? On that list you have the same people a lot of times. Are you tracking how many incidents these critical ones are going through? So maybe follow up with mental health?

Ivan Whitaker:

That's a good point, Sheriff. Yes, and we have our peer support team in play as well. We're looking at software called MindBase that actually does that as well, that would alert us not only to the number of calls, but the type of calls, frequency, those type of things. So that's a good point.

Ambir Widdison:

If I could just add to that, it was unfortunate that there was the same crew that handled both of those, but we had a debriefing support teams within two hours in here to support.

Rosie Rivera:

That's fantastic.

Scott Harrington:

That's great. And are they using it as well?

Ivan Whitaker:

Yes.

Scott Harrington:

Good. Next please. All right, operations or any other words?

Ivan Whitaker:

Yeah, a couple more.

Rosa Olivos:

Yes. We were also working hard too on the police side. This is one of our police dispatchers. He went above and beyond. There's a female that was wanting to hang herself. He used strategic locations on the map to lead the officers to her location. He did outstanding work and they were able to locate her. They heard her coughing when he directed them to the specific area. He did a really good job. We got commendations from two different cities. One of them was listening to the call and then the other agency responded on them.

Ivan Whitaker:

We have a lot of this stuff. It's hard to pick out in this meeting what to bring forth, but we've had a big couple of months. One day in July, we had 209 calls in one hour.

Scott Harrington:

Wow. All right.

Ivan Whitaker:

Next one. Exciting stuff here. Brice, you want to take this one?

Brice Rawlings:

We finished up installing the new gym out there to coincide with our health and wellness program. We got it up within about a month, put new flooring in there, a fresh coat of paint, and put some graphics on there. With the help of Manager Webb and our Facility Technician, Tyler, we were able to get it knocked out and everything installed and it's used every day. I got in here at three this morning and there was already somebody over there working out. It's up and running and I'm glad they're using it.

Ivan Whitaker:

Brice and his team did an amazing job. Actually, I think you'll like to know we did this under budget, got a lot of stuff donated.

Scott Harrington:

It's great news.

Tyson Montoya:

Scott's going to be the first board member to go over there and use it.

Elyse Haggerty:

You should go see it, that decal was something they did in a day and a half and it changes the whole look. It's incredible.

Tyson Montoya:

Yeah, looks good.

Brice Rawlings:

If you guys are interested in going over after, we can get you in there, and you guys can take a look at it.

Ivan Whitaker:

Okay, next one. We did a celebration. I think it's been a couple of weeks now, as you all probably know, and I sent a brief email, we met all of the mandates. One of the things is, like in this group, we talk about call answering times. That to me is secondary. I think all of the other things, and I'll show you in a moment here, that we have to do to meet the state mandate, it's much more than call answering times. We did a barbecue and some snow cone stuff and really recognized our folks, but just wanted to say again in this meeting that they did an outstanding job with meeting all of those mandates. And I think it was the first time that we met all of the mandates. So that was great.

Ivan Whitaker:

Next one. Wanted to do this, if we would have had a July meeting, would've done this then. I'll make this really quick. One of the things, and this is really especially for my team, but to keep the board updated, is to basically when we have our strategic plan to look at our tactical and strategic plan, and then look at how well we're actually meeting those goals. To look back, it was actually Ambir that said, "Hey, Ivan," because I was sitting here one day and I was just, I don't know, I don't know if I was in La La Land or what, and I was just saying, "Man, I'm feeling like we're not reaching all the stuff that we should be." And she's like, "Man, you need to write down all this stuff that we've met."

So I began to do that and break them out into those categories. The past 15 months leadership and organizational structure, we have our new commanders in place. That's why we're able to talk to Rosa and Ambir and they're able to do probably what you haven't seen them do before on the fire and police side, our new manager and supervisor roles, our training coordinator role. We have now what we call communication officer twos and threes, which that's a delineation in roles. That's a part of the growth and development program. One of the concerns that I have is across the nation, the retirement percentage in 911 is 2%. So if they're not growing, if we're not creating that ability for them, then there's an issue. So we're trying to battle against that.

There's the new leader programs. Every leader or person that's seeking to become a leader now has that program. The remote quality insurance improvement coordinators, we have that. If you look at employee development and recognition, we have our communication training officer program. Now everyone in the building that is training someone will go through a certification program to learn how to train. We want to make sure that that's in place now. Certified manager certification, so if you are a manager or a supervisor, you have not only a leadership program, but there's a certification program that you have to go through as well.

Our Motivosity recognition program, merit program, we've started evals as well. And so those are moving forward. People are getting evals. I think that's been how many years since people have gotten evals, and our employee engagement survey, which we broke some stuff out, which is why you see some of this stuff. We also moved some people from nights to mid shifts. That's why actually that's some of the reasons you saw the call answering times improve. We have our Comms Coach AI QA, which now we're able to do quality assurance via AI.

All of you know about the L3 Harris radio implementation. To do all of this and go through that radio implementation at the same time, don't know how we did it, but great stuff all around, Brice, Ambir and the rest. The proximity response deployment that happened a couple weeks ago wasn't a small thing. It was a lot that was a part of that. Our part-time positions expanded and those are all the things that we have to do to meet the state mandate. So you see the call processing, but again, look at the disaster management program. Martin, you're in here. I think everything that you're doing is part of that QA program, certified training officer, manager peer support, all of that has to be checked off in order for us to meet the state mandates.

If you look at number four, committee and policy implementation, those of you that are a part of our committees, our ops and our users, that those I think, in my opinion, from when I first came versus what we're seeing now and what we're talking about and what we're moving forward, we reimagine what those could be. We're bringing data to the table so that we can actually have some outcome-based stuff that's a part of that as well.

If you look at the HR policy and wellness, new job descriptions, new employee handbook. You see the gym that's out there as well that's part of wellness. We're doing a lot of stuff over there as well. Communication and collaboration, our language translation program, we're really focusing and drilling in on our communities as far as our ability to be able to communicate in real time, and also those individuals to where we have things that are now translated to where we don't have to try to translate from English to Spanish in real time, and better relationships with the PSAPs. This is something that I put on my back where now I think across the state, we have relationships that we foster to where we're passing off policies, procedures, processes. We have just a relationship with the PSAPs that I think that are just amazing. So all of these things is what we've accomplished over the last 15 months. And the last slide would be, if you look at fiscal year 2024 and compared to 2025, I've

coined this dark matter to dark matter of 911 PSAPs. So those are the things that pull on operations that basically you can't see it, but you know it's there.

You'll see our overtime spin in 2024, the top, and you'll see the comparison a little bit more about 7,000 more in fiscal year 2025. But look at the overtime hours, and that's what we want to see where the overtime hours were more in the previous fiscal than last year. So you'll see that went down. You'll see our vacation hours, you'll see our spin, but about 22,000 vacation hours. You'll look at about 23,000 vacation hours. So those went up. That's what you want to see.

If you look at your sick leave usage, that went down as well. So you'll see almost 2,000 hours of sick leave usage went down. That's what you want to see as well. So again, those are the things that we're looking for. Can't promise it's always going to be that, but if we're heading in the right direction, those are the metrics that we're looking at to make sure that we're doing so. Okay? All right, it's everything on that front.

Scott Harrington:

Anything else before we move on? Okay, let's go to the operations report for June and July, Elyse.

PERFORMANCE REPORT FOR JUNE AND JULY

Elyse Haggerty:

At the end of June, you can see that we still remained in the 96 percentile for the 20 seconds, which is the big one, and 95.04%. So we're hitting the requirement for 90% of the time or 90... The 20 seconds is 95% and above, so we're hitting that in 15 seconds, which is pretty awesome. The call volume went up a little bit in June. Our transfer rate keeps going down, which is really exciting when we filled out that report this past month.

Our VECC standard of 11% for abandoned rates down to 4.21. That's better than even Ivan could wish for. Then we've got the VECC total call count. It is different because for the percentages we exclude abandoned calls, and that's based on UCA expectations. But we do include them in our overall, and so we took fewer in June than we did in May for the total. I'm concerned about this administration call. I don't know if people are really calling less each of your agencies and calling you guys instead of us, or if we're slipping on documenting all of the calls correctly.

Between this month and last month, I plan to bring it to our commanders to see if this is a dispatchers and call-takers not always generating the call or if it truly is going down. In July I included the PSAP answer times. It's really cool that in 2024 we met it. In 2025, quarter one we met it. 2025, quarter two we've met it. So now we're just looking at green, which is really awesome.

July, we did take more calls than last month, several hundred, which is very normal. Typically, July is the worst month. Our transfer rate went down again from 7 to 0.60% and our abandoned rates stayed down below Ivan's expectation of 5. 75,000 calls this month. We took about 3,000 more calls than in June. July was definitely busy. You might notice on our Spider Tech information that in June we're at 4.54 for 22,294 responses. But in July the responses went down to 9,454. So Chief Anjewierden is looking-

Dwayne Anjewierden:

That is total since we began the program as the 22,000 and the 9,000 is in one year.

Elyse Haggerty:

Oh, great. So just from 2025. Oh. Again, it's really nice that I can go onto that and look and there's always a nice compliment about the 911 operators and the officers. Does anyone have any questions for me?

Ivan Whitaker:

I do have some feedback on the numbers. We're struggling right now in the month of August. We were struggling midway through July and we're continuing. We've had some turnover that I'll talk to you about in a moment here. But with the call volume and some of the turnover that we knew was coming, we knew this turnover was coming, we're doing everything we can to continue to meet those numbers. But there are some challenges I'll talk about.

Scott Harrington:

Okay. Anything else?

Elyse Haggerty:

No.

UCA RADIO PROJECT STATUS UPDATE

Scott Harrington:

Okay, thank you. UCA Radio Project, Ambir.

Ambir Widdison:

We noted in the police users meeting that we did have a UCA project that we completed last week where there was a UCA technician that visited every single police station to go through their hardware and see if there's any problems with their hardware, any problems with their programming, anything that would be contributing to the radio that we've been experiencing. We received some feedback that it went really well, that they were identifying some problems with their templates, that they were identifying some problems with their antennas.

We did get that the agencies were not aware that they needed a dual-band antenna, so they're working on addressing that. However, right after we completed those visits, we had significant outages that weekend where channels were locking up and we were having to move communications and operations off onto other channels while they unlocked those channels. What we've asked from both the users and the ops boards is that they continue to provide feedback to us so we can continue to get that information off to UCA and find out what is ultimately causing these problems.

So we'll continue to be gathering that feedback and providing recordings to UCA and continue to try to pinpoint what's causing this issue. The biggest issues that we're getting right now is locked up channels where officers cannot communicate back to the dispatchers and some officers are not receiving the communications from the dispatchers. When that happens, we immediately move them off onto another channel and contact UCA to have them unlock the channel.

Brice can probably speak a little bit more to this. He's working on a project to get Northrop Grumman connected into our radio. Just in the last week, we've actually found the necessity for that to be completed as we had a field fire where we needed their fire services to work in unison with our West Valley and UFA agencies.

Brice Rawlings:

That should happen tomorrow.

Ambir Widdison:

Any questions on the UCA radio project?

Scott Harrington:

Is there anything in common other than just the no dual antennas?

Ambir Widdison:

There's nothing in common. We have not been able to pinpoint anything that would lead us to what is causing that problem. We've looked into everything from dispatcher headsets to overflowing files on the specific consoles to replacing the sites and upgrading the sites, also redirecting the antennas on the sites. We've yet to find what is locking up the channels and we've yet to find what is contributing to the missed audio.

Scott Harrington:

Keep up the good work. All right, any other questions? Thank you, Ambir. All right, so the next one is the AVL Pilot Project. Ambir again.

AVL PILOT PROJECT STATUS UPDATE

Ambir Widdison:

We implemented the zone-first proximity dispatching on August 1st. Since we've done that, we have been monitoring the trends and what we saw between 2024 data and what we're seeing in the 2025 data. In the initial four days, we saw a 6% decrease in mutual aid across the valley. As we're looking at comparing the last 20 days to 2024, we're seeing varying numbers dependent on agency. We're also seeing increase in calls. So we will be addressing any and looking into any significant increases, but we're looking for downward trends on that.

So far, all of the zone-first dispatching has been implemented for medical calls only and we have not received any feedback. So we're asking for feedback from the agencies so we can address any problems, but we have not seen or heard of any problems with that so far. In addition to that zone-first proximity is our phase one implementation, we've already moved into phase two where we're looking at right turn, left turns, traffic patterns, and additional layers that we can start to test into the CAD, the test CAD, and see what our next steps will be for the Versaterm updates.

Ivan Whitaker:

Just to add to that, what we're seeing is, what she meant by increase in call volume is our overall call volume for 911s has increased so we're seeing varying trends. One day you'll see it's much lower in the mutual aid and some days it flattens out. It's never been much higher, so difference is 1% between the years now when you look at the total trend. It's pretty much a wash.

Scott Harrington:

All right, did they know who to contact for the feedback? Would that be you or-

Ambir Widdison:

There's a form for both law enforcement and fireside and that can all be submitted through the form and it comes to us to evaluate those calls individually as they come in.

Ivan Whitaker:

It's an E-form.

Scott Harrington:

All right, thank you. Any other questions for Ambir?

Ivan Whitaker:

One thing she didn't mention, you want to talk about response configuration?

Ambir Widdison:

Yes, sorry. Response configuration committee is a couple of months into their review of the medical calls, decompressing what we currently are operating under with two priorities on the dispatch board for medical calls, priority one and priority two. We're looking at decompressing them down into acuity levels. We have one more meeting that should finish up the medical determinant codes and then we'll move into the fire. It's going well. We're asking the agencies to really evaluate how we're responding on those calls and are we utilizing resources to the best of our abilities, both dependent on the acuity level of the call that's being determined by the dispatchers, but also we're looking to evaluate the interrogation process for those dispatchers that will drive to those calls and meet our acuity levels that we see as having the same response for every single acuity level right now, which is what we're currently operating on, is not the best utilization of our resources. We're looking to decompress those and get some better, more accurate responses.

Ivan Whitaker:

When this was mentioned in the Board, as a recap, because we haven't met here in a while, the goal of this, we're predicting that role, we're utilizing resources by about 40% now. We're seeing calls, for example, gout pain because I forgot to get my medication, where we're responding multiple resources with lights and sirens to those call types. There's a mutual aid implication on that overutilization of resources. There's also a safety issue when we're responding lights and sirens during these types of calls as well. All of that sparked the response configuration that fire chiefs allowed us to put together.

Scott Harrington:

Great. Executive Director Report, Ivan.

EXECUTIVE DIRECTOR REPORT

Ivan Whitaker:

Our vacancies right now is about six, never really want to be at that point. We had a couple of individuals, there's one that lives near Weber and they had an opening and he got hired. There's a couple of others, the new hires that we brought in that weren't the right fit. There's just been multiple different reasons. Mental health has been something as well that we're trying to address. One of the things that we got to do better at and we will is predictability. We have a class that's coming up in September where we'll have six part-timers and six full-timers in that class.

We know with any training class we're going to lose 50% out of that class. If we can predict, well, we can stay on top of this. We'll have a couple of months here where we got to just get it but at the same time, we know in the future what our predictability needs to be. We looked at our class trends and we know 50% we're going to lose so we need to figure that overage.

We're at about 18%. Our goal was to try to stay at around 15% as far as turnover, 18%. The national average is 17 to 19%. That's what's published, but the real we know is 30 to 50% in dispatch right now. I'm not going to name any names, but if you look at it, some other PSAPs in this state, you'll know that they're 30% understaffed right now.

The SS4A grant we submitted for that. Last time we met, I talked about numbers. During our next meeting in September, what we'll go through is a phase-needs analysis to show not only from a staffing perspective, what's needed and how we want to phase it, so we can start having those conversations about how to get there. These will be woven into that conversation as well because the big question is, okay, if the grant pays for it, then how are we going to continue it after the grant runs out? So that'll be a part of that conversation as well. We want to take you on a journey and show that journey and just not this meeting, we'll want to paint a better picture. Those are all the things that we included in the grant. We did ask for a lot, fingers crossed.

Scott Harrington:

Yeah.

Ivan Whitaker:

Tow services, that was a big topic during the police chief's meeting. There's two major vendors, Tow Pro is one, Autura is the other. The difference between the two, and I'll make it easy, Tow Pro dispatch will have to do some things. Autura will take most things off of our plate. So we'll get a time savings with Tow Pro. Really, it's a lot, it's off of our plate with Autura.

The issue is, Tow Pro is free to us, Autura, there is a fee. We're trying to figure out some offsetting. We included that in the grant as well. For Autura, there is a 20-80. There's some stuff underneath there. Both sides, there's a cost for Versaterm for interfaces. Tow Pro, the interface is not built. Autura, the interface is built. What I'm going to do is I'm going to create a chart, Tow Pro versus Autura, so you can go through and see not only from a process what the difference is, but also from a financial standpoint what the differences are as well. We have one more meeting. Autura will come in on the next police chief's meeting and present. That will allow the chiefs to see both sides of it. Then we can have some deep dive conversations about which way we go.

Scott Harrington:

Great.

Ivan Whitaker:

Public works, utilities and streets, now that we have more of our staffing infrastructure, process infrastructure down, we're starting to look at service and how well we're doing from a service perspective. Non-emergency calls are one of those things, but public works, utilities and streets is on the docket as well. We know we have to do better. We have gotten a couple of issues that came in. Those issues were legit in that we need to have a structured protocol behind when those calls come in, time of day, day of week, based upon the city. There's different things that have to be done.

We can build out and let technology handle those nuances. If you can think being an emergency dispatcher, a chair, and trying to figure out those nuances in real time where you have a bunch of calls coming in, it's just troublesome. So we can help them with protocol. We can also help with decision trees. Our decision trees are not getting citizens there when they dial in on non-emergency. So things like Dial 2, if it's this, this or that, what city are you in, and then providing some information based on that in the decision tree. We're working through all of that and will provide an update shortly on where we are with that.

I've already mentioned the executive overview that we'll do during the next meeting where we'll get into our finances as far as the projections out and our needs out. So hopefully the Board can help us with some ideas of how we're going to fund some of the stuff that we know that we believe is urgent. And that's it.

Scott Harrington:

All right, thank you. Any questions for Ivan? Financial report, Tyson.

FINANCIAL REPORTING ITEMS

Tyson Montoya:

Thank you. I'm going to start with the fund balance this year. Our auditors were here on the week of the fourth. You can see this year we increased our fund balance from the prior year \$400,000 or 8% of our total fiscal year '26 personnel budget. That's a very good thing. We're over about \$332,000. So foreseeably, if we were to get this grant, this is the opportunity that we have to pick from.

Ivan Whitaker:

He was talking about the 20-80 split.

Tyson Montoya:

We're right about where we were in fiscal year '23 in terms of our overall fund balance. That's great. This next slide is our preliminary fiscal year '25. P&L, you can see we finished at 102% budgetary estimate. A lot of that was due to the increase in the e-tax back in January one. We went from 71 to 73 cents, so that helped us a lot with revenues this year. Our total personnel cost was at 104% of budget, and then we were at 110% on total admin and ops, leaving us with a loss of \$674,508.

To speak to that real quick, we had two main items that were not included in the budget that were rolled into this last fiscal year's operating expense, namely the Comms Coach and then we had Mission Critical do their audit. That was \$150,000 between the two of them. Also, we filled a vacant position up here in training and then we had two very tenured personnel leave. That's the remainder of the variance between budget and actual on the wages. When we take out the non-cash expenses, we're plus a little over \$600,000, so while this looks bad, our cash position actually increased. Do you guys have any questions on that?

Nathan Cherpeski:

Just a question on the overages, did we amend the budget to account for this or are we going to get a nice audit comment?

Tyson Montoya:

No. We did do a budget amendment back in March for offsetting basically the Versaterm expense, and the offset to that was our pass-through revenue.

Nathan Cherpeski:

And is that not shown in here? I'm just looking at it. You said we're 110%, 105% of total percent of expenses.

Tyson Montoya:

Right. Our revenues came in over what we had budgeted so that helped offset some of that expense.

Nathan Cherpeski:

I guess I'm not concerned about the offset of the expense. I'm concerned about the appropriation authority. Right? You have a budget, all of us have to live within a budget, and if we go over that budget, we'd have to amend it or we get an audit exception and you can't spend more than your appropriate. So that's what I'm trying to understand. Did we amend it and this is from the original budget, or did we actually spend 105% of what we'd appropriate?

Tyson Montoya:

We don't budget for depreciation and for these other non-cash items so we're within the budget guidelines. We're not going to have an audit finding on that.

Kevin Hicks:

Which was the other non-cash beside depreciation?

Tyson Montoya:

This \$115,726 here.

Kevin Hicks:

Okay.

Scott Harrington:

Without those expenses, the budget, we're under the appropriation-

Tyson Montoya:

We're plus 600, yeah. Is there any other questions on that before we move on? This is our cash account as of June 30. You see our ending balance here for PTIF and our bank. We finished about 2 million. These are the June check registries. There were a couple of things in here that are at the beginning of the year that were annual software licenses that you won't see again. We had a couple of payroll checks, final checks for payroll. Any other questions on June before I move to July?

July, we are at 32% revenue. This is half of the annual billing, assessment billing here. We're at 7% on personnel costs. We're right in line the first month. We should be about 8% for the first month. Then here we have our Versaterm expense and that's throwing off our total expense down here. That will flatten out over the course of the year.

We're sitting in a plus 4.2 million. There's our cash count for July and here are our July checks. We had a couple of payroll checks. We had some per diems as well for travel. We had Versaterm in here, 50% of our Versaterm payment. Central Square, these are all one-offs that we had in July. Our gym here that we won't see again. I'll be sure to point out anything that's unusual on these checks each month.

Then this is for the fraud assessment for our audit. We finished 375, which is low risk. Unless you guys have any questions, that's all I have.

Scott Harrington:

Do we have to officially accept that then for your auditor notes?

Tyson Montoya:

Yes.

Kevin Hicks:

On the fraud assessment, I don't know if you've had conversations with our auditors yet, but we just had one with ours and we found out that the state auditor this year is requiring a little bit more from-

Tyson Montoya:

Yes, we are in the process of doing that all already. Our auditors should be here at the next board meeting to do their final presentation.

Scott Harrington:

All right. With that, I look for a motion to accept the financial report, and then after that we'll do the fraud risk assessment.

Kevin Hicks:

I move to approve the financial report.

Scott Harrington:

Do we have a second?

Jared Gerber:

Second.

Scott Harrington:

All right, all in favor?

Group:

Aye.

Scott Harrington:

Opposed?

Motion –

. . . by Mr. Kevin Hicks, to approve the financial report, the motion was seconded by Mr. Jared Gerber; the motion carried unanimously.

Scott Harrington:

All right, and I look for a motion to accept the fraud risk assessment for this year.

Bruce Kartchner:

So moved.

Scott Harrington:

A second?

Kevin Hicks:

I'll second.

Scott Harrington:

Second, all right. Thank you. All in favor?

Group:

Aye.

Scott Harrington:

All right, any opposed? Thank you.

Motion –

. . . by Mr. Bruce Kartchner, to accept the fraud risk assessment for this year, the motion was seconded by Mr. Kevin Hicks; the motion carried unanimously.

NO CLOSED SESSION/NEXT BOARD MEETING/MOTION TO ADJOURN

Scott Harrington:

Any other questions? Looks like we're at the end of the board meeting. So, look for a motion to adjourn.

Kevin Hicks:

So moved.

Nathan Cherpeski:

I'll second.

Scott Harrington:

All right, we'll see you next month and next month will be Zoom. Come out here if you can or otherwise, we'll see you on the internet. Thank you.

Tyson Montoya:

Thanks, everyone.

Motion –

. . . by Mr. Kevin Hicks, to adjourn the meeting, the motion was seconded by Mr. Nathan Cherpeski; the motion carried unanimously.

The meeting adjourned at 2:53 p.m.