

## **SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER**

### **BOARD OF TRUSTEES MEETING** *November 19, 2025 Meeting Minutes*

#### **MEMBERS PRESENT:**

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 Cherpesci – 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. Scott Harrington – Taylorsville, Chair  
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.  
Mr. Brad Morris – VECC TS Manager  
Ms. Rachel Nipper – VECC  
Ms. Jodi Morris – VECC  
Ms. 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  
Ms. Lin Shaffer – VECC  
Mr. Shane Taylor – RVPD  
Mr. Clint Smith – DFP  
Mr. Joey Mittleman – MFD  
Mr. Derek Maxfield – WJFD  
Mr. Terry Addison – SSLFD  
Mr. Matt Evans – BFD  
Mr. Dustin Dern – UFA  
Mr. Chris Dawson – SJFD  
Mr. Jeff Carr – SJPD  
Mr. Wade Russell – UFA  
Mr. Robbie Russo – CHPD  
Mr. Jason Rasmussen

Kevin Hicks:

Welcome everybody. Appreciate you being here. It looks like we do have a quorum. Scott is actually unable to make it today, but I don't remember where he said he was going to be. I apologize for not knowing that, but he won't be here. So, we'll just go to item two, review, and before I do that, I apologize for my voice. It sounds worse than I really am. Item two, review and consider approval of the minutes. Any comments or questions on those?

Doug Hill:

I'll make a motion to approve the minutes of our last meeting.

Kevin Hicks:

Okay. Second?

Jared Gerber:

Second.

Kevin Hicks:

Okay. There's a second. All in favor?

Participants:

Aye.

**Motion –**

**. . . by Mr. Doug Hill, to approve the minutes from the October 15, 2025 meeting, the motion was seconded by Mr. Jared Gerber; the motion carried unanimously.**

Ivan Whitaker:

Hey, Kevin. We do have one introduction we'd like to make. He'll be speaking later.

Kevin Hicks:

Thank you.

Ivan Whitaker:

We'd like to introduce our new Technical Services Manager replacement for Jonathan. His name is Brad Morris. Brad, would you like to introduce yourself?

Brad Morris:

Yeah. Brad Morris, new three weeks to the organization now. I hail from UCA. I was a radio division director with UCA over 17 years. Went to Utah Education Network. Thought I'm going to get out of public safety for a minute. Said this is lacking the mission. Glad to be back here in public safety, working with the fine folks here at VECC. Thank you.

Kevin Hicks:

Perfect. Thank you. Any other visitors that we wanted to introduce? Perfect.

**PUBLIC COMMENTS**

Kevin Hicks:

Public Comment. Do we have anyone that wants to speak? Anyone online? Okay. Seeing none, we'll just move on.

**OPERATIONS BOARD REPORTS**

Kevin Hicks:

Operations Board Report, Chief Taylor.

Shane Taylor:

Yes. How are you guys doing today? Thanks for this opportunity. In our last meeting with VECC Ops, we nominated a new vice chair for next year and that's Deputy Chief Jeremy Robertson who is being appointed as the West Jordan Chief of Police here shortly.

Korban Lee:

Chief Robertson, he was appointed, Chief.

Shane Taylor:

Good. I'm glad to hear that. He'll be a great asset to your organization. I'm happy for him. I'm going to miss Ken though, that's for sure. Kind of moving on, the new policies, Elyse Haggerty with the VECC Chief of Operations. There was no user meetings for November. They were canceled, which was fine. And then Commander Rosa sent out three new policies to the user groups for review. They'll revisit that in January is my understanding. And then moving back to Elyse again, Commander Ambir Widdison says there are no radio updates. Executive Director Whitaker asked if there was any issues or challenges on the radios needed to report it to UCA.

Herriman Police Department, they're still noticing a difference in volumes from one dispatcher to another. That was turned over to Director Ivan Whitaker and Elyse to take care of those issues and they needed to be notified immediately. And then they talked about the system that they were sold to them was misrepresented at legislation, largely unaware of real problems. And I'll allow Elyse to kind of touch more on that. And then the December meeting for VECC Ops will be continued in January. We will not have a VECC Ops meeting in December. VPA has also been moved to resume in January as well.

Then kind of moving on with operational updates, Executive Director Ivan Whitaker, staffing difficulties and so forth, I'll let him discuss that further with you if you have any further questions. And then there was tow updates with TowPro and a contract that Executive Director Ivan Whitaker is working on. I'll allow him the opportunity to discuss that in great detail as well. And then he also spoke of a phone tree enhancement that they're working on. Once again, I'll let him talk about that. I do not want to steal his thunder.

Then there was other business and so forth we discussed and obviously there was a motion to adjourn our meeting and we will resume in January. And moving forward, Chief Ferguson with Draper City Police Department will be your chair and then of course the vice chair and they'll be moving forward. Then I was actually voted in as vice chair of VPA, so I'll be taking that role as well. Is there any questions for me? Okay, seeing none I appreciate the time to speak with you guys today.

Kevin Hicks:

Thank you, Chief. Appreciate it. Fire operations, Chief Addison.

Terry Addison:

Fire operations board did not meet. We did not have a user's meeting or an operations board meeting this month, so we have nothing to pass on.

Kevin Hicks:

Perfect. Thank you, Chief.

## **DECEMBER BOARD MEETING**

Kevin Hicks:

Next item. So, December Board Meeting, refresh my memory, were we considering not having it? Is that the thoughts?

Ivan Whitaker:

Seems that's traditional, we wanted to bring it up.

Kevin Hicks:

Does anybody see a problem in not having it in December?

Jared Gerber:

No.

Tyson Montoya:

So the only caveat to that is we'll need to go through next year's scheduled board meetings in January.

Kevin Hicks:

Okay. And then we'll just approve those in January. Okay. That works.

Korban Lee:

If we cancel the December board meeting, do we need to do anything with the budget, budget process, budget or finance committee today in order to get you up and running, up to speed going into January?

Tyson Montoya:

It's in progress right now and we've set the finance committee meetings already.

Korban Lee:

You're good to go there?

Ivan Whitaker:

Yeah.

Korban Lee:

Great.

Kevin Hicks:

Perfect. Okay. So just to confirm, we will not be having a board meeting in December.

### **UTAH OPEN MEETING ACT (OPMA) TRAINING – JANUARY 14, 2026 BOARD MEETING**

Kevin Hicks:

Next item, the Utah Open Meeting Training. So that will be during our board meeting in January, correct? We'll just do it then.

Ivan Whitaker:

Yeah.

Kevin Hicks:

Okay. All right.

### **AWARDS AND RECOGNITION**

Kevin Hicks:

Awards and Recognition, employees of the month and quarter. Ivan.

Ambir Widdison:

We have an employee of the quarter, which is Kaila Carter. She was submitted by several of her peers and her supervisors noting that she is not only new to police dispatch, but her knowledge is so well received that she's actually now training our new police dispatchers and that was noted by her superiors. She works a lot of overtime and helps with staffing on the floor. She also is working on her own growth and development to become a supervisor, and it was unanimously voted for her to be employee of the quarter for quarter three of 2025.

We also had several employees of the month submissions received. Heidi Bell is a new supervisor who was voted as employee of the month by her peers based off of her attentiveness to the operations on the floor she works. She has actually worked several shifts alone and has stepped up to the challenge. She works a lot of overtime and works on her growth and development. We've received several submissions for her to receive employee of the month.

Kierstin Zohner was submitted for employee of the month by our own Chief of Training who acknowledged her stepping into a new role and really taking the bull by the horns and making some significant changes where we have seen new employees coming out onto the floor with significant growth and significant knowledge. They are able to hit the ground running far superior to what we have seen in the past and that's all due to Kiersten's efforts as a new training coordinator.

We also have Angela Bendixon, who is an integral part of training on the floor. There are many people out there on the floor that are released and working due to her efforts as a trainer. She's positive. She's seen as someone who goes above and beyond for her trainees and she's a good help to the supervisors out on the floor. So we received that as well.

Dallas Peters is not only a new employee who has far exceeded the expectations and grown drastically fast on the operations floor, but he's also a vital part of our morale committee. So he was submitted for employee of the month due to those efforts and we thank him for that.

Aubrey Moser is a new employee who is now currently training. She has taken her role as a 911 dispatcher very seriously and really worked towards her knowledge base to be able to train new employees on the floor and she has taken some pretty significant calls as of late and we wanted to recognize her for that, her ability to be able to overcome and get back on the lines after taking some pretty hard calls. So we'd like to recognize Aubrey as well for employee of the month.

Ivan Whitaker:

Thank you.

Kevin Hicks:

So just curious, beyond the recognition here, what other things do we do for the employee of the quarter and the month?

Ambir Widdison:

So employee of the month receives the recognition, receives a note in their file, and then they also get a parking spot out in the front for the month.

Kevin Hicks:

Oh, cool.

Ambir Widdison:

Employee of the quarter receives a gift basket and a plaque and then also a parking spot.

Ivan Whitaker:

So if you look at those parking spaces out there up front, they're all for the employee of the month.

Kevin Hicks:

Okay.

Ambir Widdison:

So we actually put out information, our request for everyone on the floor to give us their loves, their passions, the things they love so that we're prepared, when they are submitted for employee of the quarter, they get a gift basket that really showcases all the things that they love.

Kevin Hicks:

Love it. That's great. Thank you.

## **OPERATIONS REPORT**

Kevin Hicks:

Operations report. So, Performance Report, Elyse.

Elyse Haggerty:

October, we met all of our numbers again, which is always great news. We had a few more calls in October than September. Our transfer rate is still well below the 2%, 96.90 for within 20 seconds, and our total call count was 65,467 for October. The abandon rates are lower than I think I ever imagined they could be. 5%

accounts for pocket dials, so we're getting them even faster. It's very impressive, especially if you look outside of VECC. That's a great number. And then we've got our administrative calls and our SPIDR Tech. Again, I just have to look on the front page and I always find one that appreciates the dispatcher and the officers. So yeah, 4.52 out of five, 11,000 responses. We also get a lot of responses to that specific question more so than I think the other two categories. People like to talk about their dispatchers and luckily it's all good. So that's all I have.

Ivan Whitaker:

You should be receiving emails from Rachel to organize, and I'll talk a little bit more about this in a moment, board members, city managers coming in for a meeting. What I'd like as a part of that meeting is if there's any data that you would like to see that you're not seeing today. We're going into strategic planning in January. I want to make sure that that is a part of our strategic planning to make sure that we show you better data so when you come in we'd like to hear those ideas. I'd also like to take this moment to let Brad talk a little bit about the phone issue that we had earlier this week. You saw me send out kind of an itemized list of things that took place and that was the result of Brad and technical services. But Brad, can you talk to that a little bit?

Brad Morris:

Yes, absolutely. You want to speak exclusively about the outage or are you wanting me to brush on the phone tree 2.0.

Ivan Whitaker:

We'll talk about the phone tree later. Just the outage.

Brad Morris:

I was informed of the issues we were having, and our team did an excellent job of immediately jumping on that and getting that kind of triaged. We noticed that we were having a 50% bail rate on our inbound calls. We did our troubleshooting. We initially thought we had some information stating our rollover calls were being transferring to Salt Lake City. We quickly looked at that and kind of where the two intersected and how we could troubleshoot that. Turns out that was independent of what we had going on, so we got a hold of Vesta and then quickly said, "Okay. We realized this isn't your guys' issue, go ahead and continue on as you're doing." We worked upstream through the Cisco Unified Call Manager. We saw the incoming calls, looked at incoming calls versus calls that never hit our system.

Once we identified that those calls that we were getting the alarms or the errors on never actually hit our phone system, we knew that was an upstream central office provider or PSTN provider. And with that, we kind of troubleshoot with the phone because it never said outgoing, it would always say canceled, call canceled. And it was just an upstream issue. Immediately upon figuring out we had a problem, we placed a trouble ticket. It took them a substantial amount of time to get back to us. We did get the resolution later in the day that there was a routing problem, they made some changes, changed it back and everything came up and was running.

Notification to resolution was approximately six hours, which I think is unacceptable for a phone provider to do that to us. But just for your education, we are looking at alternate solutions for our phone service provider and I'm going to be able to provide some budgetary quotations for us to look at. Everybody has problems. The standard is obviously five nines. We may need to be 99.999% of uptime, but yeah, five hours does not factor into that at all. I'll be getting that information over for consideration to see if that's a feasible option for us. Okay. Any questions on that?

Kevin Hicks:

Thank you.

**UCA RADIO PROJECT UPDATE**

Kevin Hicks:

Radio Project Update, Ambir.

Brice Rawlings:

The only update that I have for the radio system right now is last Thursday we were notified that we needed to update the Windows updates on our system and that took about two days to complete. They were right around 45 minutes for each console. We have 36 consoles with the radios on that. This is the phase one portion that UCA asks us to do. The next phase, which is phase two, and that's going to be happening on December 3rd, 4th and 5th, that's going to take probably all three days to do those. That has to do with patching on the radio network and what that will entail is right now, if we were to patch Salt Lake City to the Oquirrh call talk groups, they're an encrypted channel, and as soon as it's patched, nobody can hear them because they're encrypted. This new patch that they're putting on is going to fix that so they can patch an encrypted channel to an unencrypted channel. So we'll fix that.

Right now on the system statewide, we're running in what they call motor mode, which supports like the Motorola radios. It has something to do with the volume levels and that works for both patching and simulcast. The simulcast part is going to be switched over to the L3Harris side, so we'll probably see better audio levels when they do that, but that's going to fix the patching part of that. And then the other one was when they have a patched channel and someone hits their emergency button, it breaks that patch between the two channels that are patched together. That'll fix that as well. So when they hit emergency button it won't break that patch. And there's a few other updates on there that I'm not aware of yet. They were going to get out information to that closer to the December 3rd time to explain exactly what all the patch does. But the two big ones on there are encrypted channels and the emergency button. That's the only update I have.

Ivan Whitaker:

I do have an update as well. I had a conversation with Tina of UCA yesterday. The process has been since the radio transition to provide VECC with updates on issues and challenges. So the municipalities, the chiefs or their representatives would provide information to VECC. We would document it and send it over to UCA. We talked about changing that process. There are variances as far as the issues and challenges with each agency that the agencies need to have direct contact with UCA. The solutions are very unique and so Tina has offered one, to meet with the chiefs to talk about the new process, and then two, make sure that we understand in the new process that she wants to hear all of the issues and challenges and create a repository of those issues and challenges based on the individual cities. So I sent out an email to the chiefs yesterday about this as well. I think this will be a lot better because those solutions can come directly to you versus being funneled by VECC.

Kevin Hicks:

Thank you. Any questions? Okay.

**AVL PILOT PROJECT STATUS UPDATE**

Kevin Hicks:

AVL Pilot Project Status Update.

Ambir Widdison:

We got the final write off for the fire, single engine fire responses. Lin is currently working on getting those done and expects to have those done the first week of December. The medical responses have been going very, very well for the last couple of months and we'll have the fire ones done first week of December.

As we look at the AVL enhancements, we're still doing testing on some of those things and communicating with Versaterm to see what other options we have to enhance our AVL. We're also working on the medical protocols. We have a committee within VECC that's working on getting those done. We're working on the questioning and reconfiguring all of our APCO interrogations. So that project is very large, and we were originally looking for a January go-live date with the amount of things that we need to address in that to not only drive responses for the fire agencies, but also to make sure that we're properly documenting our medical calls. And we have some really good statistics on those medical responses. It's looking more like it will be mid-March before we'll have this project completed where we'll also incorporate the law enforcement and fire side as well. So as far as the AVL enhancement goes, we're still doing a lot of testing on any possibilities that we can make changes in the CAD.

Ivan Whitaker:

I had a conversation with Kim of Versaterm as well. She's wanting to come out to do an overview of where they are with the AVL project. Some of the things that we kind of pressed them on that needed to be done. One of the things would be the traffic portion of the AVL, and so I'll be reaching out to the fire chiefs today about that request to move that forward.

## **EXECUTIVE DIRECTOR REPORT**

Kevin Hicks:

Thank you. Executive Director Report.

Ivan Whitaker:

Starting at number one, you'll see the current vacancies are four for communications officers. All of the other positions are filled. That's a little bit misleading because we have part-timers that are wanting to move into full-time positions so we'll just slide those over and those full-time positions will be covered. Still haven't heard anything back about the SS4A grant. I actually reached out to them, emailed them, hopefully we'll hear something soon. They had a red banner on their website over the past month based on the government shutdown so I knew that we would be delayed in getting information on that.

Tow services, we took to heart the conversation that was had during the last board of trustees meeting. We met with Senator Harper, which Senator Harper seemed to be very warm on the idea of us charging directly for tow services. We also met with the Tow Alliance and Tow Association. We met with the president, the vice president and got some interesting information from them. They are under the understanding that we were looking at alternative methods to be able to handle tows. They had no clue that we were handling 180 tows a day and wanted to be a part of the solution. They have an administrative fee that's between \$43-\$45 that they offered us about 20 to 25% of that administrative fee per tow to keep our call takers in the mix of it. If we use some type of technology to do a rotation or whatever that is, they would love that but want to be a part of the solution. We didn't do any negotiating there, didn't have Tyson at the table and we're just not there yet. Legislatively we have to go in and actually there needs to be some changes made in order for that to happen. So we have another meeting tomorrow with Senator Harper to talk about the tow services.

I'll take this opportunity to also talk about the e-tax as well. We talked to Senator Harper about the e-tax. There was a document that came out from UCA Tina to request data from the largest PSAPs. I believe that to

be a part of the request that we made about the e-tax. So again, we're taking what you're saying to heart and moving those initiatives forward to try to bring in additional revenue.

Doug Hill:

Well Ivan, I do have some questions about that and also number four, before you talk about number four. Maybe you could address it when you talk about the TowPro contracts.

Ivan Whitaker:

Yeah.

Doug Hill:

From listening to you, it sounds like the Alliance really doesn't want anything to change. Sounds like they just want everything to be had as in the past and they're willing to give up some revenue to make that happen. So how does that relate then to the TowPro contract? Because my understanding is that the TowPro contract kind of changes everything, right? And so if we're moving forward with a completion of review on the TowPro contract and then we've got the Alliance running kind of a different track and we're talking about future legislation, how does all that come together?

Ivan Whitaker:

Excellent question. It's kind of confusing. So as it exists today, TowPro doesn't solve our issues. It provides a little bit of relief, but we would have to have an interface, especially on our PPI calls to where when those calls come in from a homeowners association or whatever the case may be, we have to enter the ticket in the CAD even with TowPro today, we tie up our dispatches on those. We have to have an incident number. We have to talk back to the tow vendor, provide them with that incident number, it still works on our end. So it takes some work off of us the initiation of the call, we can see it in a queue in a dashboard, but we have to monitor that dashboard. It's not complete automation to take us away from it so that we don't have to use FTEs. The tow alliance understands that what they're wanting is the ability to still be able to call in, have questions answered if there's issues, challenges, they want some availability of a call taker.

So they've agreed to understanding the volume, say okay, tow rotations, that needs to be automated. We still see you using a vendor like TowPro for that type of automation. Part two of that is they've also agreed, and this is what I came up with to try to get us to the finish line, a meeting with the chiefs to be able to sit to the table and say what is the best course of action that we could actually create a proposal to come to this board as far as the process. So it's not just about us continuing to do things as we've done it before. It's what are the officers going to initiate in the field as far as using the technology or not? Are they still calling over the radio? So all of that still needs to be had as far as a conversation before we come here with a complete proposal.

Doug Hill:

So basically more to come.

Ivan Whitaker:

More to come. Yeah. So those conversations with the Tow Alliance, those were initial. There's nothing done. We can't do anything as far as charging until the legislation changes because right now, sorry, the legislation doesn't allow us to charge them directly.

Doug Hill:

So any kind of software that we would get in the future for towing, would it replace TowPro or is TowPro the actual software we're going to be purchasing?

Ivan Whitaker:

That would be a part of the conversation with the chiefs as far as where are we going. Because the only reason that TowPro is a thing right now is the individual municipalities move forward with those services. We weren't a part of that. They signed those contracts individually. So we're trying to accommodate the municipalities right now with their existing services.

Dwayne Anjewierden:

So TowPro, several agencies already have TowPro, but there is no relationship with VECC on that. So it's solidifying that they can actually have that communication with TowPro as it sits today but as we move forward, there's going to have to be a whole RFP, a whole process that goes forward.

Ivan Whitaker:

Exactly. So number four is about the existing three agencies we have. VECC has no contract with TowPro right now and we can't have any software in our system at all that we're working through that we don't have an existing contract with.

Doug Hill:

So why is our attorney reviewing the contracts if it doesn't have anything to do with VECC?

Ivan Whitaker:

I want to make sure I explain it well. So the reason that the contract, we have to have a contract in place. It was moved forward before and I know that's a bit challenging. We didn't have a hand in who moved forward with TowPro. We got a notification that this particular agency or that had moved forward. So if our call takers have to respond and utilize it in our system, we need a contract in place.

Tyson Montoya:

So there's been some agencies that have gone with TowPro. This is just an MSA to ensure that we're being compliant with that.

Ivan Whitaker:

Exactly.

Tyson Montoya:

To have a process going forward for additional agencies.

Korban Lee:

This TowPro contract, it lets VECC work with those agencies. We're one of them that use TowPro, but it doesn't preclude VECC's options in the future with whatever we work out with the tow alliance or-

Ivan Whitaker:

Yeah, we have a solid out in the contract.

Korban Lee:

Okay.

Tyson Montoya:

And just to clarify, we can bill the tow companies under the current agreement. We just can't bill above a certain percentage. What the Tow Association is trying to do is say that they're going to have an additional fee

and then they would give a portion of that fee to us rather than having us do the internal billing, which is a totally separate discussion, right? We do 66,000 billings and we should be doing the billings internally and that would need to be done with, we need to have a contract with each of you guys to do that.

Ivan Whitaker:

Thanks.

Kevin Hicks:

Any other questions?

Ivan Whitaker:

A couple more here. Number five. Tyson did discuss the budget schedule that was sent over to the finance committee was approved. And Tyson, I believe you're going to be getting that schedule out to the entire board pretty soon here, right?

Tyson Montoya:

Yes. Did I not send it out? I'll send that out.

Ivan Whitaker:

Number six, meeting with the board members, the city managers. So over the past three weeks I've been meeting with the fire chiefs and police chiefs individually. Those meetings have been going well. The purpose of those meetings are to make sure that we understand the service delivery, how well we're doing or not, and take that information over into our strategic planning. And so again, got a lot of great information.

Overwhelmingly it's been great satisfaction with the services that we're providing. We're very pleased by that. But again, we have some nuggets of things that we want to work on, we will work on.

The way that relates to the city managers is this is all a part of that to where part one of the meeting will be what issues and challenges are you having and how can we get better? Part two is an opportunity to take a tour around VECC to talk to our department heads, some of our call takers and dispatchers about what's going on, you to be able to ask them questions directly, but I'm sure that they have information to share directly with you. Some of the things that we're working on, it's very difficult to show you in this meeting. So some of the things like when we talk about the response configuration, we'll be able to show it to you so you'll see what it is and how it is going to be powerful moving forward in the future. Some of the other things that we're working on as well. And then part seven, I'm sorry, is the phone tree. Would you like to talk about that, Brad?

Brad Morris:

Just for the group's education on that. We accepted the feedback from the partner agencies on the call routing portion of the phone tree. Me coming on here, we determined that this is a pretty worthwhile project. We have implemented an interim solution that I think solves a lot of the phone tree issues we were having before. It is live as of today. So if you guys call in for city specific services, you'll be able to use that DTMF function to get to your different services throughout your city.

That being said, this is an interim solution. We have a long-term solution that would implement a tow agency input. That required some resources from Vesta and UCA to be able to reallocate a priority to our phone system or incoming tow calls. We met with UCA, they have agreed to give us those shared resources and as soon as they can relinquish their technicians that are working on the Motorola assist project, Vesta will implement our automatic call distribution for the tow portion of it, and then at that time we can go live with our full solution on the call tree. Obviously this is in preparation that one day we want to get it to an AI solution, but this is going to be the stop gap until something of that magnitude comes available. Do you guys have any questions for me? Thank you.

Kevin Hicks:

Thank you.

Kevin Hicks:

Ok, Tyson.

## **SPECIAL DISTRICT DISCUSSION**

Tyson Montoya:

I want to address the board about a topic that we've been discussing internally since I've started so a little over a year and a half now. As an organization we've been struggling financially with the current model that we have. We've done the best, and we do the best that we can within the confines of the assessment model plus the e-tax revenue. As we brought to the board for several meetings now, there are several new technologies, and we have some new additional need in terms of resources not only on the operations floor but on the administrative side that will require additional resources. The staffing, the AI, the tow, and the intelligent data-driven analytic dashboards are really the four main areas that we want to focus on.

We have to deal with population growth. We have the Olympics that are coming. As we've talked about earlier, we're working with legislation on getting additional e-tax revenue. We're working with organizations for billing for tow services, but the gap between those if they do come into fruition is going to be quite large. The need is going to be greater than what we think the assessment model will currently bear. So we want to open up the discussion of moving from an interlocal to a special service district, and specifically 17D, which is they've got provisions in there for all kinds of different public need. Specifically, PSAPs are mentioned in there. I really just want to open up the discussion and get a feel for how you guys would feel about making that transition.

Nathan Cherpesci:

I'm happy to go first. Herriman I think would oppose it. My council will not like that idea. They're not going to want to form a district that gives you a mill levy. They're not going to do that. I can think that some of our neighbors may feel the same, but I'll let them speak, but I know we would be opposed to it.

Kevin Hicks:

I've already talked a little bit with Ivan and Tyson about it. I mentioned that I highly doubt Riverton would, especially in light of what both of us recently did in leaving UFSA and Salt Lake Valley Law Enforcement Service Area. I can see our elected officials not being happy with that move, but again, we're also just one city.

Jared Gerber:

I think we'd be in the same boat likely. I think it's probably about local control for all of them.

Bruce Kartchner:

I would agree Bluffdale didn't want to go with UPD, did not go to UFA, would not be excited about a district that has its own tax on it.

Doug Hill:

Murray's highly independent. They voted against every discussion that in 35 years that I've been with the city against belonging to any special district. So I don't think that they would also support going to a special district for this.

Dustin Lewis:

I don't think South Jordan would be in favor of it either, but I haven't seen all the details either.

Kevin Hicks:

So what's your plans or thoughts on, I know this is at a high level just kind of feasibility, I think. I'm not trying to, right now we've heard the majority is saying no, but obviously we've got a big long list of entities.

John Evans:

I don't know with West Valley. I think there's two things that come up. It's hard for us to keep coming up with the money with the assessments and so I'm not so unsure that the city would not look at something besides us raising taxes to cover it.

Ivan Whitaker:

I wanted to provide everybody with an opportunity to chime in before I chimed in. The report that I provided you was just the preliminary things that I thought that would be reasonable to provide as far as what we need in this building. There's more. We're at risk right now in ways from even to be able to do deployments from a disaster management perspective. You didn't see anything about disaster management on the board. We need about \$1.2 million just to satisfy that and that's going to come and haunt us if something happens and we don't have that stuff in place that we need. We'll be talking to the city, all of you when you come in about what this building needs. So there are just probably about five additional things that are major that are not even on the list that we need that any functional dispatch center would have in place.

We don't want to come, and we saw your body language and facial expressions when we show the increases, we don't want to come and try to push those types of increases, but at the same time, our revenue is not working for us anymore. And I don't think it has been for a long time based upon discussions that I've had with other members that have been here. So even the proposal that we, it wasn't a proposal, but the information that we put forth is challenging. Just baseline things that we need to do to quell the call volume over the next few years and try to shrink and use AI. So, we're looking for a direction on these revenue streams of what we're going to be able to do to just remain status quo in some ways.

Kevin Hicks:

Help me understand, has it been Senator Harper or who else in terms of the potential for increasing the e-tax?

Ivan Whitaker:

It's been Senator Harper.

Kevin Hicks:

Does he feel like there's some hope there?

Ivan Whitaker:

Well, the first part of the conversation was the appetite. He thinks it's going to be a challenge this year with the appetite to raise taxes. But then on the other side he's going to see what he can do. And so I think that's why they're reaching out to the large PSAPs. And another thing, we reached out to the director of the special district committee and had a meeting with her and a counterpart to go through all the different variables with this and there's different models that we, even though we read through what we had, we didn't know. So she's an expert at it, a model to where we could be a special district and still some of you come on as an assessment where you didn't have to be a part of the special district. So there's just different things that could be done. We're just trying to figure out that revenue.

Nathan Cherpesci:

I think it's also important to understand what's happening statewide legislature with property tax. There's a lot of anger from residents over those increases and we're looking at they're capping property taxes, they're going to change processes. There is all sorts of things that are happening. So again, I don't know that Herriman would be really excited about that. I don't know, just professionally if I would be jumping into that right now. I think we need to understand what's going to happen with special districts and with school districts and cities.

Everybody who, and you look at where the increases came, was mostly when the legislature floated the school district tax, but our residents, we asked for a 20-cent increase and they fill our rooms. The county's asking for a 20% increase on their tax, \$60-\$80 home. I just think coming up and saying, "Hey, we're going to put another mill levy on that tax." I don't think it flies. I think it ends up, I mean you could have one or two cities wanting to do it and then the challenge is you can only have the one PSAP, but I could see them, there'd be a lot of pressure to make some changes because property tax is just in the spotlight at the moment. Remember the property taxes do not have an inflationary, so you'd have to adjust it every year.

Korban Lee:

Can you help us understand why do you think the special service district model might meet the needs of the center better than the current assessment model? I don't feel like I understand that very well.

Tyson Montoya:

Well, it would just bring in more revenue so they would base it on the need, our need and we would establish that. Inside of that need, we would have all the resources that we need, all of the FTEs that we need, all of the everything that we need to operate efficiently to continue to operate. As I've mentioned, we're all stretched very thin here on the admin side as well as the ops floor. So, to answer your question, it's really just a funding, it's revenue.

If we were to do it via an assessment, there would be significant assessments every year and so the thought was moving away from that. You guys could repurpose your general fund, whatever it is that I guess you're using your general fund to pay us. You could repurpose that and then we would get our revenues from the e-tax and then through property tax for West Valley City. I'm not a fan of property tax or any sales tax increase, but it's a need that we have and for years we've been operating at a 20 to \$23 million operating budget and our need is higher.

Jared Gerber:

I mean, I hope you know we understand because we run into very similar problems every year. Who would be the makeup of the board? Would it be elected officials? That's what we're trying to express to you where I think what would happen-

Nathan Cherpesci:

It would be our elected officials but there's no guarantee they would ever increase taxes. Just understand.

Ivan Whitaker:

I get it. So the core of this conversation was the appetite to have the conversation. And so what we wanted to do and what we were going to propose is in January, because we thought we were going to cancel December's meeting, is that we bring the Director of special district, that committee in with the Spatafore's, to continue to have this conversation and allow you to be able to answer questions about how we can shape this thing because I think this thing, we have to shape it together, but we want to continue to have those conversations. This is about the appetite to continue to have those conversations to make sure you have all the information.

Korban Lee:

Ivan, you're having Rachel call all of us board members and set up these smaller meetings. I may prefer to have this conversation, if you want to have more conversation than this on this topic, it might be better to have that in those small meetings too, where we can do some deep dives because I feel, Tyson and I were talking about this for about a half an hour before the meeting started, and I still feel like I'm not quite understanding the VECC perspective on the issue as well as I would like to.

Ivan Whitaker:

And one of the things, Korban, that we're going to do in those, when you come here, is going to show you. There's things that... We look at data when we come in here. We look at call answering times and those things. It's like giving a well of Tic-Tac. That's not the core of what we should be looking at as far as efficiencies in this building and needs. So it's my job to bring you in and show you there are things, these people on the back row where we're doing quality assurance and the lack thereof and how we're actually getting our people better on the floor at their job. Those are all the things that take money. It costs money to be able to do that. It takes resources that I don't know if the board has ever been presented with that type of detail in that way that we're going to show you.

Kevin Hicks:

I have no problem with the conversation and continuing the dialogue. In my mind, I think there's a couple of things. It's very important if there's truly still those needs as you're describing. I think those should be brought to the board's attention regardless of any funding mechanism because we really need to be made aware of that even if the funding mechanism stays exactly how it is.

Tyson Montoya:

Haven't we done that before? We've-

Kevin Hicks:

Well, keep in mind I'm relatively new still and new to a bunch of it, but-

Nathan Cherpesci:

Are we talking about the five-year plan? This is the first time in the four years I've been here that anybody brought up, here's our future. We focused on fixing the building. We've done the building. I think the first time we see, hey, it's this number of employees, we need a deeper dive before we're going to say, yeah, we're doing that.

Ivan Whitaker:

Absolutely.

Nathan Cherpesci:

It's the same. The conversation, regardless of how the funding stream comes, Kevin's exactly right. We just need to have this conversation. Property tax, you get the same amount every year, right? The mill levy will float so that you get the same amount. There's no inflationary index, so it's not... Seeing how UFSA works and some of these others, it's not this silver bullet that's going to make everything better.

Korban Lee:

And I think those are two different conversations. The one conversation is the need. The way the need is met through a property tax or an assessment model, that's a separate conversation. I don't want to conflate those two things.

Kevin Hicks:

And I think, I'm sorry, just a couple more things. So in year one of setting up special area, you probably could get almost everything you need because it's going to be a new tax. Yeah, it'll be a fight, but you can set it and go, for lack of better saying, crazy high and hopefully get it. But then afterwards, like Nathan is saying, every single time you want an increase, 2% increase, 3%, 4%, you got to go to a property tax truth and taxation. Whereas right now it's just bringing it and yeah, the board's going to nitpick and say, wait, we didn't like that 10, but we're going to give you the whatever we did last year, the seven or eight. That's the first thing I think that's important in terms of the funding.

The other part I think is probably very valuable to find out would be the makeup of the board. I think right now with the interlocal, the way we have it, the makeup of the board as it is, although I think the board as a whole, we're kind of very, we're tight on you guys because we know we're tight on us when we look at our budgets, but we also are in your guys' shoes with our elected officials. And I think it's probably fair to say we get it, and we are, heck, I've been in both of your shoes and so I get it from both sides. But at the same standpoint, if the makeup of a special service district is now made up of mayors and/or city council members, however they do it, I mean...

Bruce Kartchner:

Yeah. Good luck.

Ivan Whitaker:

And I will say this, sitting in this chair with all the various needs of the fire chiefs, police chiefs, this board, I think the challenge is based upon conversations that we previously had is when we bring up need and we're sitting in the back room saying, the board is never going to go for this, we're looking at a 3% increase off the back, an assessment just off of Versaterm and CAD alone, and then when we start to look at what we need in the building, it's challenging because we see the facial expressions when we start to look at sticker shock.

If we're going to paint the right picture, we need to pick the right picture. We've done an assessment to where we had an external vendor come in and say, "Hey, this is what we need." And there was still, we paid \$100,000 for their assessment and there was still some, "I don't know if that..." We really need to have those core hard conversations about what the building needs to where we can get and start to talk about phasing these things in. And that's what I like to do. Not to say that we're going to get everything we want, that's not, but there is, and I told you this, the last meeting, fear to put it all on the table because we're just trying to get the base level stuff moved forward. I just wanted to put that out there.

Bruce Kartchner:

I really want to echo what Kevin just said though. Many of us have been in your seat. We deal with it all the time and we have that same constraint in our own cities where we need this and we can only talk the council into this no matter what you do. And in fact, in Bluffdale, we have the unique privilege of having raised taxes and have a referendum or the citizens say no, and that would be a treat for you all to see. I've got to have this in order to keep people from dying, but the citizens say, no, we're not interested. And so, we're not insensitive to your concerns and your challenges.

Ivan Whitaker:

Yeah.

Kevin Hicks:

I think it would also be nice to do more of these meetings that we're going to be doing here coming up where you can get us into some of these more deep dives, get familiar with everybody and do more of that. Truly understanding the needs beyond just sitting in here once a month and having that conversation, especially as we're leading up into the budget conversation. I mean, I'm not a huge fan of having meetings just to have

meetings, but at the same standpoint, I think we all could acknowledge we owe it to the residents of our individual cities on trying to keep the cost as low as possible and group think and put our minds together to help out.

Ivan Whitaker:

I just clarify, you all on the board have been very supportive. I enjoy the relationships and what we've done this far. I mean last year we're very thankful for what we got approved, so thank you. It's just we want to make sure that we're articulated in a way to where this doesn't come back and bite us in the future.

Korban Lee:

We're not having our board meeting in December, so that's a good chance for us to capture the time we would've otherwise dedicated to a board meeting to dedicate to small group discussions, a little more deep dives. I'm anxious to understand where you're coming from. I still don't feel like I understand the need. I know it's been expressed a few times, but I don't feel like I've had enough opportunity to ask all the questions I have when you say we need the technologies and we need more people. I have a whole bunch of why questions.

Ivan Whitaker:

We're going to walk you on the floor and show you exactly why, show you the position so you can get a good visual of that. We'll get you there, Korban.

Kevin Hicks:

You were going to say anything else?

Ivan Whitaker:

No. Good.

Kevin Hicks:

Okay. Anyone online have any feedback they want to throw in? Okay. All right. Let's move on to item 10. Financial reporting.

## **FINANCIAL REPORTING**

Tyson Montoya:

We should be at 33% of budget. You can see our revenues are at 10.7 million. I'm keeping as much money as I can in the reserve account. We're at 45% of budgetary estimate. Just as a reminder, in December, we're going to be doing the second half of the assessment billings so be prepared to see those.

Our total personnel expense, we're at 33%. You can see we're a little bit high on overtime. We're monitoring that closely each pay period. We're keeping an eye on that. But overall, we're at 33% or just over 5.8 million. Under administrative and operations, we're at 42% of budget. Most of that is in the software expense in Versaterm. We have some higher items here that I'm watching. The training and travel, that's running at 37% of budget. Professional services is running a little bit high compared to where we were last year as well. We're monitoring these, we're keeping expenses as tight as possible and within the budgetary constraints, but our overall expense year-to-date is just over 8.3 million, 35% of budget estimate. You can see we're at just under 2.4 million for operating profit. Any questions on any of that?

Kevin Hicks:

I actually have a couple of questions somewhat related to that. Do we do, do you guys produce a long range, like four or five-year outlook in tabular form or format similar to this, to kind of see where you're projecting things to go?

Ivan Whitaker:

Yeah.

Kevin Hicks:

And then the other question I had is really just making sure here, have you double-checked with your software company regarding the overtime rules with the big beautiful bill?

Tyson Montoya:

Oh, with the taxing of it? That is a good question, and I will double check.

Kevin Hicks:

Check on that. For calendar year 2025 you don't have to have it on the W2s. Employers can just give employees a memo, but it's important that you understand it. It's not as simple as saying, okay, here's what I got in overtime. That's my deduction.

Tyson Montoya:

Last time I checked, I thought it was a percentage that they were just going to-

Kevin Hicks:

It's only the 50% and only over 40 in a work week. So if you have any unique overtime things where you're offering overtime because you couldn't fill a shift and so you said, "Hey, I'll give you guaranteed overtime for that shift." If that person didn't work more than 40 still in the work week, that overtime doesn't count. And yeah, so it's only the 50%. So if somebody's hourly rate is 25, their overtime rate is 37.50, it's only the 12.50 that is the deduction.

Bruce Kartchner:

Do you see how the fun, big beautiful bill hits the crazy way Firefighters determine whether-

Kevin Hicks:

I'm so glad that I don't have fire, so I apologize for anybody that does.

Tyson Montoya:

I will make sure that we get that squared away. I appreciate it. Any other questions before I move on?

Tyson Montoya:

We're at 4.2 in total cash through October. And then here is our check list for October. I went through and detailed some of either the employee related ones, the ones that were kind of-

Korban Lee:

Can you explain your notes that say QA/QC training? What are those? What is that? Yeah, I know what QA/QC is, but what's the check going out to? It looks like an employee for QA/QC training reimbursement. Is that a reimbursement because they travel or reimbursement? What is that?

Tyson Montoya:

Shondra, do you want to-

Shondra Young:

We contract external individuals to do our case review through, because it's so much.

Korban Lee:

Oh, okay.

Shondra Young:

Because we need those FTEs to get more people in frame so we can do that.

Korban Lee:

So you're outsourcing the QA/QC reviews?

Shondra Young:

A portion.

Korban Lee:

Some of them.

Kevin Hicks:

So these are outside individuals?

Korban Lee:

So those names are not employees? I didn't know VECC was doing that. Okay. Good. Thank you.

Nathan Cherpesci:

What is the internet reimbursement? When are we reimbursing people for internet? What's that for?

Tyson Montoya:

Yeah, that's a good question. So we have two employees that have just been grandfathered in from past management and we're going to be doing away with that in January.

Kevin Hicks:

Oh, they've been working from home?

Korban Lee:

Are they working from home and we reimburse for their internet?

Tyson Montoya:

It's for their on call. We're going to be doing away with that in January.

Kevin Hicks:

In January.

Tyson Montoya:

Things that we inherited.

Kevin Hicks:

Do you think that any of those where you're doing away with it, I'm assuming they're prepared, but do we feel there's any potential issue?

Tyson Montoya:

Well, they're prepared now, I guess, right?

Kevin Hicks:

Yeah, but any potential they may try to shove something in your face saying that they still do this from some sort of a grievance agreement.

Tyson Montoya:

We don't have anything contractually. I've already taken a look at that and it's just something that's been in place for years. Here's some management training and then per diem, and then here's our P-card. Outside of that, nothing out of the ordinary for October.

Kevin Hicks:

Okay. Any other questions for Tyson? Ivan, do we have a need for closed session?

### **NO CLOSED SESSION/NEXT BOARD MEETING/MOTION TO ADJOURN**

Kevin Hicks:

Okay. So item 13 says next board meeting TBD, but I thought I saw above, it's January 14th. So is January 14th the next board meeting?

Ivan Whitaker:

It's the next board meeting.

Kevin Hicks:

Okay. So January 14th, that one will be in person, online?

Ivan Whitaker:

It'll be in person.

Kevin Hicks:

In person. Okay.

Doug Hill:

Can I take one thing?

Kevin Hicks:

Sure.

Doug Hill:

Yeah, just one minute. In light of our December meeting being canceled, I won't be seeing you folks at least in this VECC capacity again. I'll be retiring at the end of year. I just wanted to say it's been a privilege to work with all of you. I've learned so much from you guys and the staff. Grateful for the staff. Been an honor to work with the chiefs, so I have a lot of respect for your jobs and what you have to do. I just want you all to know that I appreciate my association with you and wish you all the best.

Kevin Hicks:

Thank you.

Jared Gerber:

Thank you.

Kevin Hicks:

Congratulations. Do they already have your replacement picked up?

Doug Hill:

Yeah. Some of you might know Kim Sorensen. He's a 45-year employee with Murray City and I'll be spending the next month basically getting him up to speed on issues and when he meets with you in January, hopefully he knows what's going on.

Jared Gerber:

What's his current role?

Doug Hill:

He's the parks and recreation director for the city.

Bruce Kartchner:

45 years. Holy smoke.

Doug Hill:

Yeah. He started when he was right out of high school. Well, I think he even got some credit while he was working in high school.

Kevin Hicks:

Wow. All right. Motion to adjourn.

Bruce Kartchner:

So moved.

Korban Lee:

Second.

Kevin Hicks:

Anyone, everybody in favor say aye.

Participants:

Aye.

Kevin Hicks:

Any opposed? Okay. We're adjourned.

**Motion –**

**. . . by Mr. Bruce Kartchner, to adjourn the meeting, the motion was seconded by Mr. Korban Lee; the motion carried unanimously.**

The meeting adjourned at 3:03 p.m.