

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
January 21, 2026 Meeting Minutes

MEMBERS PRESENT:

Mr. Scott Harrington – Taylorsville, Chair
Mr. Kevin Hicks – Riverton, Vice Chair
Mr. Korban Lee – West Jordan
Mr. Mike Barker – Draper
Mr. Kim Sorenson – 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:

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
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. Tammy Cornelison – VECC
Ms. Chelsea Ridge – VECC
Mr. Neal Bennett – VECC
Mr. Robbie Russo – CHPD
Ms. Crystal Makin – South Salt Lake
Mr. Terry Addison – SSLFD
Mr. Cody Stromberg – HRPD
Mr. Jeremy Robertson – WJPD
Mr. Troy Carr – HRPD
Mr. Jeff Carr – SJPD
Mr. Rich Ferguson – DRPD
Mr. Chris Trevino – JWFD
Ms. Kari Gardner

The meeting was called to order by Scott Harrington at 2:02 p.m.

Scott Harrington:

All right. Looks like we got a quorum, so let's go ahead and start the meeting.

Introductions of visitors. Do we have any of those really? All right. Review and consider the approval of November 19th, 2025 board meeting minutes. Does anybody have any changes or corrections to the minutes? All right. Does anybody have any objections to the minutes?

Korban Lee:

Move to approve.

John Evans:

Second.

Scott Harrington:

All right. All in favor?

Participants:

Aye.

Scott Harrington:

Any opposed? All right. Looks like it passes.

Motion –

. . . by Mr. Korban Lee, to approve the minutes from the November 19, 2025 meeting, the motion was seconded by Mr. John Evans; the motion carried unanimously.

PUBLIC COMMENTS

Scott Harrington:

Public comments. Have we had any public comments by email or anywhere else? Anybody from the back row want to speak publicly? All right. Let's move on.

RESOLUTION: 2026 BOARD OF TRUSTEES MEETING CALENDAR

Scott Harrington:

Resolution approving the 2026 Board of Trustees meeting calendar. I assume we are going to meet on the same day, same time. Does anybody have any opposition to that or changes?

Korban Lee:

Just looking real quick. Often the April ... Well, sometimes the April date conflicts with the city manager conference, but it's the week prior. Okay.

Scott Harrington:

All right.

Korban Lee:

No changes from me.

Scott Harrington:

Does anybody online have any changes or conflicts?

Korban Lee:

Dustin, October 21st conflicts with ICMA. Are there enough of us that would matter?

Dustin Lewis:

I'm not going.

Scott Harrington:

I say we deal with that when we get there. All right. Do we have approval on that? We actually don't need to approve that, so we're good. Let's move on. Awards and recognition, employee of the month. Ivan.

AWARDS AND RECOGNITION

Ambir Widdison:

We have some part-time communications officers. We have five that are currently in our training program. They will complete their training program on a full-time basis and then move into the part time. Once they've completed training, they'll move into a part-time program where they'll be able to assist on call taking until there's a full-time position open, which will be offered to them as it becomes available. We had our first training academy graduation. Chief Young put this together as a really great way to celebrate our trainees as they come through a really rigorous and difficult training program where we flood them with a lot of information. We put them through all of the curriculum that they need to know to go out onto the floor. This is all in classroom, and Chief Young put this together. So Lilian, Ashley, Zoe, Doniya, and Anna all graduated and received their certificates of graduation from the academy. This was a really great program that ... The first time we've ever done this, so this was great for them.

Ivan Whitaker:

So kudos to all the graduates, but this is showing professionalism also that Chief Young brings to us to where it's quite different than what we've experienced with some of the previous trainings. So we're very proud of the program.

Ambir Widdison:

Previously, they would complete their training and just go out onto the floor. And this not only acknowledged the work and the dedication that they just put in through the six weeks to eight weeks of training, but it also kind of gave them a celebration to say we completed it, finished it, and we put in the work to do it.

Scott Harrington:

Thank you.

Ambir Widdison:

We have five individuals, Brittany, Makenna, Emma, Sydney, and Taft, who have all just recently been released from their on-the-job training. So they've completed sitting with a call-taker trainer, and they're now released

to work independently as call takers. So we want to recognize their hard work for that as well. We have a list of top performers. These are medical call reviews that have ... Go back. Sorry.

Ivan Whitaker:

Back up. I'm sorry.

Ambir Widdison:

Sorry. These are all top performers. During the month of December, we reviewed medical calls and each one of the names on this list have taken 30 plus medical calls and received great scores on those calls in the QA process. So April Rodriguez, Theo Egelston, Juli-Anna Kaufman, Tanya Landers, and Joseph Fa'asu were our top performers in the month of December.

Scott Harrington:

Okay.

Ambir Widdison:

Our employee recognitions for the month of December, we received recognition for Carrie Thompson. She was not only recognized by her supervisor, but she was also recognized by the police dispatcher who worked the call and a Salt Lake County Sheriff's officer who worked the call. She received a call from a female whose husband had fallen during a hike, and not only was the caller unable to give a good location or address, but the address, the information she was providing put her in three different jurisdictions. Our call taker went above and beyond to not only locate but clearly identify where this rescue needed to take place and get the appropriate units there. We want to recognize Carrie Thompson for that outstanding performance.

We have C-Squad turned in several nominations for outstanding performance in the month of December, so we're going to go through a couple of them. Communications Officer Montague was recognized for a rollover crash by her coworker, Ryan Brudnicki, who wanted to acknowledge her quick and decisive actions during a very dangerous and complex call. It was a rollover of a vehicle that had hit a pole. There was live wires hanging over the vehicle. Communications Officer Montague started a helicopter for an injured infant while handling the working incident notifications flawlessly. She stayed calm. She had prioritized safety and coordinated critical resources under pressure during these situations, so we want to acknowledge her for an excellent job well done.

Ryan Brudnicki also submitted a recognition for a fire dispatcher, Matt Schlentz, Communications Officer Schlentz. He worked a very uncommon and challenging call during a sinking boat, which we don't get very often here. Matt stayed on the channel for nearly two hours while he was communicating constant coordination with multiple resources that included Star 9, PD harbor masters, and also fire ground response. Not only did he stay persistent in making sure that those resources were all where they needed to be, he was calm, he coordinated with multiple agencies, and it made a huge difference in this call.

Communications Officer Johnson was recognized on our Delta Squad. She worked a chaotic police incident where we had a high risk situation. A stolen vehicle investigation that quickly escalated and a firearm was involved. When the suspect was on the move, a Taylorsville officer activated his emergency button during this call and a foot pursuit ensued. She stayed calm. She was professional and gave a steady voice over the radio, which gave confidence to the officer she was dispatching for during that situation. She coordinated outside help by patching the channels and ensuring multiple agencies worked seamlessly together. Her documentation was exceptional, and she was quick at assigning containment points and precise locations. So we want to recognize Communications Officer Johnson, for that outstanding performance.

C-Squad had a very intense situation when they encountered a stabbing on the UTA bus. This incident required multiple units and jurisdictions to respond so we have a recognition for C-Squad. It involved several police and fire dispatchers and call-takers who were pivotal in ensuring that not only was the injured parties located and received medical aid, but also the suspect was taken into custody during this. We want to recognize

Communications Officer Franco, Pope, Palaita, two Durrants, Brittany Durrant and Wesley Durrant, and then Massicotte for their exceptional work on that call.

We have an employee of the month for December, Matt Adamson. He was nominated for consistently demonstrating dedication and professionalism and leadership during training. He goes above and beyond not only for the opportunities that he receives while taking calls, but also in downtime. He does several scenarios and hands-on guidance and thoughtful processes through patience and encouraging his trainees to get through their training. He has a strong commitment to training and mentorship, and he offers constructive feedback, so we want to recognize Matt for employee of the month for December.

Our employee of the quarter was Matt Schlentz. He's a fire dispatcher from October to December. Matt has been recognized several times, not in a capacity of an employee of the quarter, but just his continued work in training fire dispatchers on the floor. He's been back-to-back training fire dispatchers on the floor for several years, and he's very willing to do that. He shows up very early for his shifts and makes sure that he's supporting his trainees, including supervisors. He also has deep fire knowledge and shines through during major incidents. He's a trusted resource and mentor for the other dispatchers and call takers, and he's willing to explain and guide them, which makes a huge impact on our center. So, we want to recognize Matt Schlentz for employee of the quarter.

Scott Harrington:

Thank you.

Ivan Whitaker:

We have one slide on strategic planning.

Scott Harrington:

All right. Let's jump back because I've still got to get a first and a second on the Resolution for the Board of Trustees meeting calendar. So John, you be the first. Can I get a second?

Josh Collins:

I second.

Scott Harrington:

All in favor? Say aye.

Participants:

Aye.

Scott Harrington:

Any opposed? All right, moving on.

Motion –

. . . by Mr. John Evans, to approve the Resolution for the 2026 Board of Trustees meeting calendar, the motion was seconded by Mr. Josh Collins; the motion carried unanimously.

OPERATIONS BOARD REPORTS

Scott Harrington:

I apparently was really in a rush to get to the opening meetings act training because I skipped the operations board as well. So, let's start with that though. Chief Ferguson, are you available?

Rich Ferguson:

I am.

Scott Harrington:

Go ahead.

Rich Ferguson:

Can you hear me okay?

Tyson Montoya:

Yes.

Rich Ferguson:

Great. So, in our January 8th VPA meeting, we discussed several things, but a couple things of importance. One, since we've switched over to all phase one radios, we're all pretty much in agreeance that they are working better. You can certainly differentiate better now who's who. It's not so robotic. I think that's a good improvement. We are still looking and finding dead spots in all of our different jurisdictions and reporting them up the chain. And then it's been an issue in this valley for quite some time, but with the coming of the Olympics and other things, we decided to put together a small committee with myself and a couple of the chiefs, and Ivan, this may be news to you, to come and meet with Ivan and just start brainstorming how we're going to get a backup system in this valley.

In the event that our radios do go down, we have to be able to communicate with each other or with dispatch. And especially with the Olympics coming and other things coming, it's time to start putting that in play. There will be pretty forecast high expense that will come with that. We didn't know if possibly Olympic funds could come into play at some point to help us with that or not, but it's a discussion that we need to start having and come up with a solution in case that does occur. That's really all I have. I would like to commend all the dispatchers who are recognized and just say thank you for your service. We really are that three-legged stool between Fire, Dispatch, and Police, and we couldn't do it without you guys, so thank you. Are there any questions for me?

Rich Ferguson:

Okay.

Rosie Rivera:

I have my hand up.

Rich Ferguson:

Oh, there you go.

Rosie Rivera:

Hi. Hopefully you can hear me okay.

Scott Harrington:

We can.

Rosie Rivera:

Okay. Yeah, I just wanted to say that if you don't mind if I can get on that committee. I've already approached the County about backup channel or backup channels for the entire county. The County is looking at a new radio system right now, but if I could have more information to take back to the County, that would be very helpful too, but I didn't know that you guys were meeting.

Rich Ferguson:

Yeah, I'll put you on there, Rosie. I don't have a meeting set yet, so I will let you know.

Rosie Rivera:

Okay. Yeah. And then I can take it back to the County and see what the County can do as well for everybody.

Scott Harrington:

All right. Thank you.

Rosie Rivera:

Thank you.

Scott Harrington:

Korban.

Korban Lee:

Yeah, I have a question for Chief Ferguson. Chief, when there's these radio dead spots, whose responsibility is it to work on getting repeaters or boosters that will help fill in those dead spots? Where does that land?

Rich Ferguson:

We fill out a ticket. It goes to Tina with UCA, and then they send a team out to kind of assess it and evaluate it and quite frankly, I don't know how it works from there. Hopefully, somebody in the audience might know, but it would be on UCA, I believe to figure out how to fix that dead spot. We have several in Draper, especially up on South Mountain and on the backside of the mountain on Utah County side. I don't know if it's because it's not line of sight or what, but we do have some pretty significant dead spots up there.

Korban Lee:

Thank you, Chief.

Scott Harrington:

Any other questions? All right. Let's move on to the Fire Operations Board. Chief Addison?

Terry Addison:

Yeah, thank you. So in the fire operations meeting, we had a pretty frank discussion regarding the status changes, allowing the fire units on scene to push the status update button or the dispatchers. And it was in consensus with all the chiefs that we will allow the dispatchers to push those buttons. However, if the fire captain chooses to do that, he may so. VECC is going to record, or the CAD will record, the first button that's pushed, so the times should be adequate that we received.

Ivan gave us an update on NFPA 1225 with some recommendations that he has, which he will probably share with you all. And then Ambir gave us statistics on mutual aid statistics from last year and also mentioned that through UCA's website, any radio issues we're having, they want us to put those directly to UCA's website for right now. That was pretty much our discussion for this month.

Scott Harrington:

Any questions on the discussion? All right, we'll move on. So Ivan, any other on the awards and recognition? Anything else on that?

Ivan Whitaker:

One thing really quickly. I wanted to give thanks to Korban. Korban actually arranged our space area that we had our strategic planning last week. So we spent a day and a half really just working through. Kari will give you the details of kind of what we came up with, but we want to be more strategic in our approach. We want to think not just tactical one year out, we want to think three to five years and then beyond that. So, we had a great, great time and want to thank all the leaders that attended the session. You all were great. Some brilliant stuff came out of it. So, thanks, everybody.

Scott Harrington:

Thank you, Korban. Okay. Operations report. Performance report for November and December.

OPERATIONS REPORT

Elyse Haggerty:

I actually made sure the entire year was available on this sheet from January through December. You can see we had the two months that we were short, but it's just going up. That was to be expected. December, January, it's cold outside. Nobody wants to do anything that causes trouble, or a lot less. You can see the call count went down in November. It did jump up a little bit again in December. Those are all normal things. I think the lack of snow is making a difference. Normally in December, you get a million traffic accidents and we're just not seeing the same amount.

Our transfer rate is continuing to go down. It's been on a pretty steady decrease, so we're meeting the requirements by a lot. UHP has a new leadership in their dispatch center, so we're going to be meeting with them to continue the discussion of the CAD-to-CAD with Highway. 98.5 is really very good. I think there were 250 calls that took more than 20 seconds to answer, which those are pretty good numbers. I know Ivan's been reaching out to other larger centers to see if we're comparable and we are in the top 10 in the country, which is very exciting.

We've got your total numbers on how many calls you had all of last year. And then the VECC total call count. I did something different this year and had our numbers run through Vest Analytics. I ran the numbers. These are the numbers that match the ECAT's. I just got the information yesterday, so it's not added on here, but it does not account for about 10,000 calls through the year. So, Vest Analytics is saying this is how many calls are coming in and going out. And tracking every one of them. ECATS is clearly missing data. A 10,000 call difference is pretty significant.

Speaker 7:

That's quite a bit, yeah.

Elyse Haggerty:

Yeah.

Scott Harrington:

Do we know why they would be missing the call?

Ivan Whitaker:

We think some of it is phone carrier. I think Brad might've spoken a little bit about that, but I think the big thing is how it's capturing through the phone carrier, which I know Brad is doing some work and looking into that as well.

Scott Harrington:

That could be significant for sure.

Elyse Haggerty:

Funding and all of that.

Tyson Montoya:

Have we been missing that for years then?

Elyse Haggerty:

Yeah, I would guess. But that's something that I can start including, at least in my reporting to Ivan, so he can work with the state to see where those numbers are falling off. And our abandoned is 2.66. When Ivan came in and said, 11's really high, I kind of laughed it off. Seeing it at 2.66, it's such a clear indication of how amazing my staff is. They're doing such a good job.

Korban Lee:

What changed? On abandoned calls, that doesn't feel like a VECC issue, that feels like a caller issue. What's the difference?

Elyse Haggerty:

It's both, right? So, it's someone being impatient, but us answering the phone faster and it not being on hold for as long is correcting that.

Brad Morris:

That's a huge part of it is the response time.

Ivan Whitaker:

Yeah. So, you have someone holding 45, 60 seconds, they abandon, it's going to be high.

Scott Harrington:

For the caller, it seems like an eternity saying-

Elyse Haggerty:

Yes.

Josh Collins:

That feels like 45 minutes, right? Right.

Scott Harrington:

Yep.

Ivan Whitaker:

There's a new metric on here that I'll talk through. It's a very important one. And for those that came out through the sessions at VECC, we want to start looking at true health. We should be answering the, again, impressive in what we've accomplished in the group, but we should be answering the call quickly. Another true test to health is how long from the time we get the call to the time we actually dispatch. So, there's a standard NFPA 1225 for priority one calls. The goal is 60 seconds, but we have to be clear, it's not all priority one calls. It's specific calls that is noted in the standard that we should be looking at that we should meet that particular standard.

We know that we're over. If you look at January 2025, that number, that 116, 122, 125, that should be down to 60. So, there's a couple of reasons as to why we wouldn't be there. One could be address, phone number, verification to where you might have an emergency dispatcher that's not trusting what they see or what the caller's telling them, and having them to repeat multiple times the address, phone number. It could be things like freelance questions to where there's questions that are not in the protocol that they're asking and not sending the calls. So, there's a multitude of things that we're going to be looking at to get that time in the right area. Ambir's leading the charge on that, so we'll report out on that every month.

And then we also put in the packet our position count for every department. One of the things I did want to show you or talk through is turnover. You'll see that our turnover rate is 23.46%. Throughout the nation, the average turnover is between 30 to 50% in dispatch now. We're still under that. Challenge is we were at 15%. We knew this was a calculated increase, so we knew that we were going to start terminating quicker in the new hire process. Before, there were some people that were actually making it through that probably shouldn't have made it through. We're ticking up trying to get the best talent that we can so we knew this would happen.

One more thing below it. The Net Promotor score from SpiderTech, we've been showing it. Now we're going to put a goal on it. Our goal is to get ... It's good that we're getting good feedback. Let's now set a goal of 4.7. We want to uptick it this year, so we'll keep our eye on that as well.

Dwayne Anjewierden:

It's a lofty to go.

Tyson Myontoya:

That's out of 11,648 people that responded?

Elyse Haggerty:

Yes

Scott Harrington:

All right. So that's it for performance report. UCA Radio Project Report, Brice?

UCA RADIO PROJECT UPDATE

Brice Rawlings:

The only thing I have for the update, we had some issues last night. There was some interference that was affecting West Valley, east and west, and then also the Cottonwood Midvale channel. So Cottonwood Midvale had to move over to their car to car channel. UCA dispatched out their people. They found an issue at the Jordan Commons site. They shut down two channels, but they also said that they didn't think that that's what

was affecting Cottonwood Midvale for that. When they moved over to the car to car channel, car to car channels are on the phase two system still. They haven't moved like they moved the main channels over to the phase one. Phase one is where the problems happening. We've got a meeting with Tina in that probably in a week and a half now. On that phase one, I'll bring that up to her on that. So, I don't know if phase one is actually the solution or not because we're having issues on the phase one side. They moved to phase two and it's working. Probably a bigger problem somewhere. I don't know what that would be. So that's kind of the update that I have. Do you guys have any questions for me on any of that?

Scott Harrington:

Anybody have any questions online?

Tyson Montoya:

And then when you guys came in, part of the initiative that we have is redundancy. And I'll let Brice talk about one of the new things that we've added to VECC.

Brice Rawlings:

Yeah. Just one more thing on the radio. In that meeting, it was mostly police chiefs. I don't know if fire was involved in that or not. I can reach out to Tina and have them make sure you guys are on that so you can be part of that discussion in there as well.

And the next thing I have is the Taurus Power Station project that we just completed. It's been commissioned. We're just waiting on the documentation and the training on it. What that does for us here at VECC, it gives us another line of power redundancy coming into the building. It fixes a lot of power issues. We put it in from the transformer on the line side before it hits our building and so it can pick up the sags, the brownouts, the voltage spikes, dips that we get out here a lot, and it pulls power from those batteries to correct that.

For us in here, we'll probably see a lower peak demand charge. Rate charges should probably drop. It was a pretty big project. We had to run on temporary Power for a few hours while they did the main cutover to it. They poured concrete out there and put everything in, went relatively smooth. There was no issues that we had, no downtime.

The other thing it gives us here is a way to monitor our power coming in, which we've never had. We got it at a steal and the savings, the net benefit savings that we'll get from the rebates and stuff like that, it's going to pay for the maintenance on it through them. It's almost a half million-dollar project that we got for nothing. Do you have any questions on that?

Tyson Montoya:

Thank you, Brice and Tyler. You guys did great.

Brice Rawlings:

if it gets hit before it comes into our building that takes up all that stuff, so we don't take hits on our EPS and that.

Scott Harrington:

Great.

Brice Rawlings:

We've expanded time on our generator. So, thank you.

Tyson Montoya:

Thanks, Brice.

Scott Harrington:

All right. Fire Zone, first proximity?

AVL PILOT PROJECT STATUS UPDATE

Ambir Widdison:

The fire proximity has actually had some really good success from 2024 to 2023. We saw significant drops. There were some agencies that saw a little bit of increase, but for the most part, we saw significant drops of fire proximity dispatching. We have completed our medical protocols. The initial phase, the version one, and that has all been sent off to Ivan. Ivan is now reviewing all of the medical protocols in their initial stages for approval. And then it will move on to the medical director, Dr. Youngquist, to first sign off before we start putting it into the technology. We currently do have two of them in the technology, so we can see how they work together between CAD and APCO. So that's the update on the medical protocols.

Scott Harrington:

The AVL enhancement update as well?

Ambir Widdison:

We have Versaterm coming in February to give us a status update on the items that were requested to get us closer to AVL. Do some updates and some enhancements within the CAD system that will acknowledge the traffic patterns, that will acknowledge the type of apparatus that are responding on the calls and take that into consideration when we're looking at the drive time to those calls. So, we are looking forward to that meeting in February where we can get an update on what the status is from Versaterm. All the chiefs will be at the ops meeting the second week of February where we will receive that.

Korban Lee:

I remember that part of the issue was that Versaterm's AVL wasn't very good essentially, right?

Ambir Widdison:

Correct. Yes.

Korban Lee:

So, we had to drop going pure AVL and you've been pushing them, so this is the return. Were they improving their AVL for other jurisdictions first and testing it in some other areas? Or are they making these improvements to AVL just at our behest?

Ivan Whitaker:

I'll take that. Okay. Yep. So, it's us. When Tyson and I flew out to Canada, this was one of the things before we signed the contract that we said that had to be done. We're a bit different in being a conglomerate where we have pair out, for example, Philadelphia is just Philadelphia, so the concerns aren't the same, so it's us.

Korban Lee:

Okay. Hopefully you get a good report back from them.

Scott Harrington:

Yeah, hopefully they have a nice one that works. All right. Response configuration, is that Amber or is that you, Ivan?

Ivan Whitaker:

I think it's both of us. She mentioned it, but do you want to get it?

Ambir Widdison:

Yeah, I just wanted to update on the status. It took a lot of hours to get in. We went through each and every protocol, and we had a committee together with fire representatives where they identified the response plans for each one of the call types. After that committee was complete, then we went to work on how we drive our questioning. So currently we have questioning that doesn't necessarily drive to a significant response plan based off of what the caller's giving us.

So now we are structuring our questioning to drive to specific responses so we can not only identify what type of patients we're responding on and rather than having an overall generalized seizure patient, we can identify what type of seizure that patient is having and then correlate our responses to those types of patients. We can also have better data. We can look at our save rates. We can look at our incorporating additional resources for future, like telehealth. We can look at our mental health protocols and employee referral systems.

This is the first step in that, and we have gone through a significant overhaul of each and every one of those protocols to identify questions that will drive to our response plans and identify specific chief complaints on all those patients.

Scott Harrington:

Do you think it will lower overall response times?

Ambir Widdison:

That's the goal. That's our goal is to not only just make sure that the response is adequate to the patient, but that we can also reduce the number of apparatus that are responding to those calls and keep them in service for those high priority calls that are coming right behind it.

Scott Harrington:

Thank you. Any questions?

Ivan Whitaker:

I'll show a visual of the call types as far as what we think it would do as far as the percentages in a moment here.

Scott Harrington:

Okay. All right. So now we're to the Executive Director Report, Ivan.

EXECUTIVE DIRECTOR REPORT

Ivan Whitaker:

All right. What I'd like to do is I'll hold on this. We have Kari Gardner that's on the line that's going to provide an overview of our strategic planning and what we accomplished. Kari, you're up to bat and can you introduce and tell the board a little bit about yourself?

Kari Gardner:

Absolutely. Y'all can hear me okay?

Ivan Whitaker:

Yep.

Kari Gardner:

Okay, great. I'm Kari Gardner. I believe I presented a few things about a year ago to this group. I am a consultant and I was doing a little bit of work with VECC last year on handbook, job descriptions, policies and procedures and some HR processes. It was great to work with Tammy and all of the members of the leadership team as well. And I'm currently running a leadership development series that we have completed two quarters where we're covering a lot of topics, effective communication, EQ, conflict resolution, change management, just a whole slew of great classes and a lot of the leadership team members have participated in that and we have a few more to go so I think we'll run another session coming up second quarter.

Ivan invited me to help lead a strategic planning workshop, a day and a half. And so he and I did that together and it was really exciting. What a great group of leaders to work with. I really enjoyed it. I didn't realize I was going to be immortalized, looking kind of goofy on the screen, but there I am.

This is the process that we went through for this one and a half day workshop, and I'll kind of end with the strategic initiatives. Our overall objectives were to establish clarity on where we are right now, what's going on, and try to come up with a strategic direction, and then discuss how to align leadership in order to be successful in that strategic direction. Excuse me, and then build actionable priorities. This is a quick overview of what the process looked like on day one. We really did some deep dives, and we started out having each department leader share their needs, and they've shared those with the board, but it was a great opportunity to share them with each other. And there was a lot of positive feedback around the excitement of understanding what's going on in each department and what each department leader is needing and just learning more about each other.

So that was really interesting for me as well. We then identified what we thought collectively were the top three center-wide ... We talked about top three challenges and opportunities. We were able to look at some three-year trends, and that was really interesting because the leadership team members all have various lengths of tenure, so it was nice to get feedback from those who've been there for a while and those that are new, you get great perspectives. We were also able to discuss how the external environment and stakeholders impact the organization and how their needs are impacting the strategic direction as well.

We talked a little bit about what was working well and not. Spent some time reviewing the mission, vision, and values to ensure they still fit. And I think that's a great thing to review annually. And then based on all of that information that we had been able to collect, brainstorm on, we did a really nice and very efficient SWOT analysis. And we then talked about what would the world look like, perfect world, three to five years out, what would it look like, and what must be true to succeed. So that was great day one hard work.

Our next slide, day two, which was a half a day, we were able to identify the three top strategic initiatives, agree on those, and then who would own each initiative, discussed what the timeline would look like, what would the success metrics be and the risks. And as you know, strategic initiatives are very long-term initiatives and they should be and if they're done well and done right, they take great planning, which enables wonderful execution.

The next slide covers the next step, which was you have to evaluate your workforce and leadership alignment in order to discuss your organizational readiness and then look at your technology and infrastructure. These were the focus areas as we did that staffing model, what does it look like? What needs to change, training and development, leadership capacity. As you can see, a really exciting thing happened in that room regarding leadership capacity. There was so much honest sharing and feedback and everyone acknowledging where they would like to continue to grow and develop, the journey they'd like to take as they become more strategic, less tactical. And we looked at the importance of these critical systems that you have in place, both cybersecurity,

physical security, all of your technology, and how those need to be functioning at the top tip top shape in order to have the best results and serve your community.

Finally, I think we have two more slides. The next slide, these are the strategic initiatives that were decided upon. So fully optimizing operations, and the owners of that are Elyse and Tammy. It made a lot of sense with operations and your staffing. The next one was to not only implement and maximize, but adopt the systems and technologies. A lot of organizations will have systems and technologies in place, and they might complain about what works, what doesn't work, but it's about fully understanding it, fully implementing it, using it to the best of its ability and adopting that as a whole, as a united leadership team, and that's owned by Shondra and Brad. And then lastly, to develop and implement a business continuity and contingency plan owned by Tyson and Brice.

Those are three big elephants, as you can imagine, that want to eat those one bite at a time. Our next slide talks about the timeline. And we agreed, we started looking at them individually, but then we agreed that this first year timeline really was applicable to all three. So Q1, which we're almost fully a month in, is to really determine what is the desired state? What do we want to do? What do we need to do? And then by the end of Q2, look at all of the existing needs assessment and gap analysis that has been performed and look at that data and then identify any other areas where that needs assessment and gap analysis should be done so that all of that data's collected. So now we know what is it we want to do, we know where the gaps are, we know what the needs are.

And so then by the end of Q3, each of these strategic initiatives would have a full plan that would include a project charter, who are the team members, who's the champion, what's the timeline, what's the communication plan, how is it measured? Lots of elements that come with that. And of course the KPI's, the key performance indicators speak to how it will be measured.

And then by Q4, that's when you really want to start with your execution and implementation of those plans with quarterly reporting. And that's where you're going to get into sub projects and sub-teams and really hash out all of the additional measurements and success metrics that have to be tracked and reported on. And I think that will make a really great start. And then the next year would be emphasis on just continuing to roll out those plans, make adjustments as needed. And yeah, that's my last slide. I am happy to answer questions or Ivan can answer questions.

Scott Harrington:

Does anybody have any questions on this?

Dominic Burchett:

Mr. Chair. I've got a question. Kari, you mentioned environmental and stakeholder concerns up on one of the slides, and I was just curious what stakeholders were involved in this process.

Kari Gardner:

So we discussed what the awareness was regarding environment and stakeholder. And so we've talked about some of the stakeholders would be the various jurisdictions, fire, police, right. So our focus was on what were we aware of regarding the needs, what's being asked, what are the challenges that those people are facing, those organizations, as well as the community. We even considered what the community members need. Clearly, they need 911 services in a timely manner. What do they need that they don't know? We talked about education. We talked about people calling 911 when they shouldn't, or the ease of having access to non-emergency services. So we talked about all of those things. We talked about what's happening, the environment, just to expand on that. The community is growing. The Salt Lake Valley just continues to grow. Technology changes, AI, various languages. There were a lot of things that we were able to discuss based on the perspectives of the leadership team. Hopefully that answers your question. Let me know if it doesn't.

Dominic Burchett:

Yeah. So, was there only internal VECC leadership involved in this process?

Kari Gardner:

Yeah, it was about creating an awareness of what everybody perceives the needs are just because that helped us shape our conversation around strategy. So, it could certainly, as the strategic plan gets developed and rolled out fully, there could absolutely be times where stakeholders are brought in to participate. Perhaps some of that needs assessment and gap analysis that's been done and some that hasn't been done could include now directly engaging those stakeholders. For us, it was really brainstorming, understanding, capturing everything that would help guide our selection of three strategic initiatives.

Ivan Whitaker:

One of the things we did before strategic planning is we met with all the police and fire chiefs to talk about how we can get better. We also met with board members out here in the beginning, if you can recall, I was requesting information on what would you like to see the metrics, goals and so we infused all of that into the strategic planning. The goal this year was for us to internally get our wings up under us and then we can expand next year, but we had to figure out internally as an executive team what we're doing first before we reached out. There'll be opportunities and we'll take the question under advisement as well and probably have a side conversation with you. But the goal this year was just to get aligned internally.

Scott Harrington:

Anybody else have any questions online or in the boardroom? Well, thank you. Okay.

Ivan Whitaker:

I think it's still on me. I'm sorry.

Scott Harrington:

Okay. Still got more.

Ivan Whitaker:

Yep. So this is... We'll go back to the regular agenda. And we'll go down. I'm going to highlight a few things first and then I have a proposal that I'd like to talk to you about. The SS4A grant, we've been waiting to hear back on that. We did hear back on that. We did not get approved for the SS4A grant. That's okay. We've had plan B on our hip in case we didn't get it. 75% of the applicants did not receive the SS4A grant and most of the monies went to infrastructure. They just had an abundance of submissions this year. That's okay. We can decide if we want to apply again. The next application is coming up in April and we can talk through that.

Number three. Tow services, we got word back from the Spatafore's that Senator Harper is either considering or has made the decision to move forward with pushing a bill that would allow us to charge the tow vendors directly. Tyson sent over a document that stated our workload and the cost per call when it comes to tows. And so we're waiting to hear back on the status of that, but that is favorable news. Tyson, did you have anything else on that?

Korban Lee:

Did the Spatafore's talk to Senator Harper or any other legislators about the E911 revenues?

Ivan Whitaker:

Yeah, that's out. He's not going to push that. With the politics and everything that's going on right now, tax increases, he doesn't want to touch it. So again, this is good traction. If we can get this.

Tyson Montoya:

This will be good revenue.

Korban Lee:

Do you have an idea of the size, scale of what this...what the charge might be and what it might mean in revenue to VECC?

Tyson Montoya:

If it ends up being what we hope it will be, it'll bring it about a million dollars in additional revenue.

Nathan Cherpeski:

And this is a service we're already doing. We're just not getting paid.

Tyson Montoya:

Yeah, exactly. That we've been doing for several years now.

Korban Lee:

Thank you.

Ivan Whitaker:

TowPro, you've probably heard me talk a lot about tow services, TowPro and Autora. Autora, we're not going to move forward with that. If you can recall, that was \$280,000 that we would have to pay upfront. We just don't have the capital to be able to do that. Then the chiefs, they have their support behind TowPro as well. There's not an expense to that. We do have some benefits. We have three agencies that have moved forward previously. We now have a contract in place to solidify those agencies that are using it. We had a meeting. The last meeting, we talked to the chiefs about it. Seems favorable. We're going to start reaching out to see if they want to come on board with that existing contract, but that provides us things like the ability to have a tow rotation, the ability to be able to do... Instead of doing everything over the radio, it takes away that. It can take away some of the phone call stuff. It helps a lot in a lot of different areas. Again, Autora would've taken it totally off of our plate, but we're just not going in that direction right now for a couple of reasons.

Dwayne Anjewierden:

Ivan, are we still talking integration with TowPro into CAD?

Ivan Whitaker:

Yep, we are. That would be a two-year thing.

Dwayne Anjewierden:

Approach Versaterm and try and get that set up.

Ivan Whitaker:

Yep. We got to be careful because we got to see how this bill shakes out. From what I'm understanding is if we're charging the vendors, then we have to have availability of our call takers to be able to handle those calls. We can have assistance devices like TowPro, but it couldn't completely come off of our plate. So that's why we're being careful and really watching the legislation closely.

Five, budget schedule. You want to talk a little bit about that of where we are. We had a meeting yesterday.

Tyson Montoya:

Yes, we've completed the fiscal year 27 budget, preliminary, obviously, at this point. We met with the finance committee yesterday. We had a couple of follow-up questions that we're going to get together. We're going to meet again in two weeks, and everything went well.

Korban Lee:

Tyson, who's on the finance committee? Can you remind us?

Tyson Montoya:

Yes, so we have Bruce, Scott, Kevin, and John.

Korban Lee:

Thank you.

Ivan Whitaker:

All-Star team.

Kevin Hicks:

You forgot Dom.

Tyson Montoya:

Dom, I'm sorry.

Scott Harrington:

He's the cherry on top.

Kevin Hicks:

Exactly.

Ivan Whitaker:

Item number six is just kind of a recap. We had a great time with the Board of Trustees members that came out. Some of you were out for two hours, some were out for four. Some of you had a lot of questions. You saw probably my passion and the passion of my team in those meetings, but the goal was to provide you with information, data, and everything that we could to show the current state. And so, thank you everybody that came out. I know that was a lot of time to take out of your schedule. That's something that we want to infuse every single new board member that comes on board we believe needs to go through that based on the success that I think we had and the questions that we had. Thank you very much. Number seven, Phone Tree. This is a question for you. Since we've made the most recent changes, have you had any complaints whatsoever about the phone tree? We know that that was a hot topic.

Brad Morris:

I changed some stuff for West Jordan.

Ivan Whitaker:

Yeah.

Korban Lee:

At our request?

Brad Morris:

Yes.

Korban Lee:

Thank you. I didn't even know it was requested. Thank you. Thank you for taking care of this.

Brad Morris:

Immediately when it was brought to our attention, we took care of it within 10 minutes. So, the records were routing to the wrong records, and we took care of it.

Ivan Whitaker:

Okay. All right. Now, can we show that document? I think it's a technology document. And I'll make this quick. I know we're getting up on the hour and we can slide show it. So really quickly here, let's go to the next slide. I've spoken to you frequently about non-emergency AI. I only have a couple of slides here. We have carrot money that is 400K that we've purposely held because we wanted to decide where we were going with that. We wanted to see some other things flush out as well. But the proposal here is we'd like to go ahead and move forward now with the non-emergency AI. Of that \$400,000, what we'd like to do is we like to put out an RFP and put a cap of 150K to where any participant will have to get down to that 150K or if we feel that monies will pay for the next couple of years.

In addition to that, we would have to up our bandwidth here. We're at one gig right now in the building. We need to take it to 10 gigs to make all of this work on some of the various projects that we're doing. So that monies would pretty much pay for this project and the bandwidth that we would need for subsequent other projects as well. So, to give you just a quick overview, this was Phoenix. I actually visited Phoenix. They do about two million calls a year. They did two trials before they went live. Both were eight hours. In the first trial, they had 1,235 calls that were diverted. Trial two, you see that number spiked up because they made some adjustments. But you'll see now they're diverting about 1,700 calls a week with their non-emergency AI, and it's made all the difference in the world and the way they're doing business.

I did a test and I was just doing silly stuff like, "Hey, I'm hungry. Can you help?" And then it would, "Hey, do you want the number to the food bank? We could text it to you. Here's a link to the website, blah, blah, blah." And I got all of it on my phone. That's the level of service if we implement, we believe we can get. Can you go to the next slide? The projections are in 2027, if we can go ahead and get going right now. We know this is going to be at least a six-month project, so if we can go into RFP in March, at least by March, the goal is to be live September/October. There's a lot of input, a lot of data, phone numbers, this, that, links or whatever the case may be. Working with the police chiefs, we believe that we can get online reporting with this as well.

A couple of the chiefs want, if it's the damage of a traffic accident is less than \$2,500, then an online report is sufficient. The person can go fill it out, get a PDF. They can provide that to the insurance company. So those are the type of things that we'll be able to do with this system versus them waiting online for a long time. So you'll see 2027, if we get 60,000 calls, that's five FTEs. And then around 2030, we want a 50% offset in our non-emergencies, which would get about 24 FTEs. If we can get 30 to 40%, I know that's a lofty goal, but that's what we're going to shoot for, but the realistic is the 10%. So, the ask here is to be able to go ahead and move forward now with that carrot money to be able to do the non-emergency AI.

And again, the RFP process capping it at 150K, that would be a huge cost savings. Normally it's about 40 cents a call, which is about 280K to 300 something odd K, so we believe we can get there with 150K.

Scott Harrington:

All right. And so FTEs, you think you'll save five over the year, 19 in 2029.

Ivan Whitaker:

Yep.

Korban Lee:

Tyson, are those offset FTEs, that's offset of growth of FTEs or is that offset of current FTE counts?

Ivan Whitaker:

So, both. So, what we're looking at, I know you're probably talking about growth in call volume and offsetting that. We've been pretty flat over the past couple of years on calls. So again, what we're looking at is the potential of 1.7 to 3% increase. That's what we're looking at. That's baked into these numbers as well.

Korban Lee:

So, you're saying... I'm just trying to understand. You're saying if we can take some of these non-emergency calls and divert them to an AI response, we won't need to grow as many employees as we would otherwise need to in the future, and that will offset the cost of the AI.

Ivan Whitaker:

Yes.

Korban Lee:

And it may save us some existing employee time.

Ivan Whitaker:

One of the things I want to do, and this has been kind of a different... I know it doesn't seem like it. I don't like asking for FTEs, so I want to get this implemented as quickly as I can so that we can do another assessment to see how successful this is. So that next assessment that rolls around, hopefully we can have a positive impact there.

Korban Lee:

Are you trying to do the RFP now so you can get the proposals back in timeline with our budget pulling the FY27 budget together?

Ivan Whitaker:

No.

Korban Lee:

Are you trying to rush this before the FY27 budget is done?

Ivan Whitaker:

We're trying to at least get the vendors selected as quickly as we can so that we can go ahead through the implementation process. Launch wouldn't be until September of this year, which we would be in the FY27 budget. So, we wanted to impact the FY28 budget in a positive way.

Korban Lee:

Right, right. Okay. But you're not asking... Doing the RFP now, getting down the road won't require an April, May budget amendment to the FY26 budget.

Ivan Whitaker:

No.

Kevin Hicks:

Ivan, is the amount already included in the budget numbers that we as a finance committee have seen?

Tyson Montoya:

It's not included in that, and it won't be until... Or any precisionable cost wouldn't be until '28.

Kevin Hicks:

Okay.

Scott Harrington:

Do we have an offsetting revenue going along with that?

Dwayne Anjewierden:

This is carrot money, right?

Tyson Montoya:

Yes. We received \$400,000 from UCA for meeting those for the state mandate. And so, we're going to take \$150,000 of that potentially and then there's some technology requirements that are going to be added onto that. And so, that will pay for a couple of years of the AI and support and then in '28, we hope to see that the favorable impact that Ivan spoke about in our FTE count.

Korban Lee:

So you want to... Just want to restate so I'm understanding. You want to take your one-time carrot money to implement it, get it off the ground, and hopefully by the time we're bearing ongoing costs by doing this, you're hoping the savings will offset the ongoing costs to keep the ongoing budget impact-

Tyson Montoya:

Consistent, yeah.

Korban Lee:

... minimal or neutralized as much as possible?

Ivan Whitaker:

Correct. And I want to clarify so that we have the numbers correct. So, it's 150K a year over two years, so 300K, and then the monies that it would take to move to the 10 gigs. So, we're talking that 400K would be spent over two years.

Korban Lee:

More or less, all the 400K would be spent on this.

Ivan Whitaker:

Over two years. Two years.

Korban Lee:

Over a two-year period.

Ivan Whitaker:

Yeah.

John Evans:

So, year three, we've got to be self-sufficient.

Korban Lee:

So, we've got to either fund it with ongoing funds or it's got to be paying for itself.

John Evans:

Correct.

Nathan Cherpeski:

Well, but when we talk about paying for itself, it frees up 5 FTEs. Those FTEs will be shifted to doing other things. It's a cost, but if you don't do it, are we hiring people, having to hire other call takers where we could free them up? I think it's that cost benefit. If we're looking at \$150,000 a year, how many call takers is that?

Tyson Montoya:

One and a half.

Nathan Cherpeski:

One and a half versus five. So, I think just pretty simple cost benefit. I like the idea of doing it for two years because if it doesn't work, we just pull the plug.

Ivan Whitaker:

We can pull the plug. There you go.

Kevin Hicks:

A couple other quick questions though, and just so everybody hears, I'm in favor of doing it as well, but you mentioned we need to go from one gig to 10 gig. What's the increase to our utility costs?

Ivan Whitaker:

Go ahead, Brad.

Brad Morris:

Yeah, I can address that. So we've got quotations back. Right now, as it stands, we are \$3,500 a month for our one gig circuits with redundancy. This'll take us to about \$6,500 a month with redundancy on 10 gig circuits. It shakes out to right about \$40,000 a year in difference. That's why it eats up that other \$100,000 is \$40,000 a year. There are other benefits, you guys, to this as outside agencies coming in, any of the CAD connections, MDTs, things like that for different agencies, everybody benefits from the 10-gig. We've got new technologies that are coming in that are UCA, not mandated, but sponsored. The Motorola assist and the new AI that they're putting on with the phone system, that's currently going to be consuming about a quarter of our bandwidth requirements. And as soon as we started adding video to the E911, we are 4X on our bandwidth requirements. So, this is going to make sure that we're future-proofed. This project is a great way to pay for that expansion, but we all benefit from it.

Korban Lee:

I know it sounds like I would be cautious saying future-proofed because it sounds like 10-gig may not be enough.

Brad Morris:

You're right, right? 56K was once the standard. And if you had an ISDN line, man, you were the cats meow. So yeah, we can't say that, but I think best practice, this puts us in a really good position to be benefactors of the technology.

Nathan Cherpeski:

I mean, a lot of times you buy switches and things and they're really one gig switches. Are we set up to utilize 10-gig?

Brad Morris:

We're fortunate. You guys have provided us with an avenue to have a hearted backbone. We are all 1- gig capable right now. For us to take the technology jump, it's really SFPs, some new fiber, internal plant stuff, minimal cost. We have the ability to make that change today. If you give the authorization, realistically, it's a 45-day rollout for us. You make a phone call, they change some things on their end, about one gig to 10 gig, we can keep it all on single modifier. It's not a big deal for us. But we are-

Scott Harrington:

And we have the cabling on the backend as well?

Brad Morris:

Yep. They come into the building with circuits that are 10 gig capable right now.

Scott Harrington:

But we have 10-gig inside the building?

Brad Morris:

We have 10-gig capable equipment.

Scott Harrington:

Great.

Korban Lee:

Ivan, what are you looking for from us as a board? Do you want us to vote on whether or not you can move forward on the RFP?

Ivan Whitaker:

You'll have to.

Nathan Cherpeski:

Moving forward with the RFP, you'd have to come back for us to award the RFP.

Ivan Whitaker:

Correct.

Nathan Cherpeski:

Yeah.

Korban Lee:

You don't need a formal action. You're just looking for our informal approval right now.

Tyson Montoya:

Yeah. Just to get the thumbs up from you to move forward with it.

Scott Harrington:

Yeah. I think it's a good idea.

Korban Lee:

I like it.

Ivan Whitaker:

Dom? Dom? Well, he already said yeah.

Dwayne Anjewierden:

Don't ask him again. That's right. You've already got the okay.

Ivan Whitaker:

All right. Can you go to the next slide really quickly? I'll make this quick. Brad mentioned that we just installed or implemented a program called Motorola Assist that was completely funded by UCA. It is a state project. All agencies that wanted to be a part of the program will be a part of it, is an enhancement in what we call NG911. As you know, I spoke about our translation and our AI for translation. We're struggling with it. This provides the first step where there's transcription to where someone's talking, a caller, they're speaking Spanish, it transcribes immediately to English, and so at least we can see what's going on. The phase one is the interpreter where we still would have live interpretation, but we can see what they're saying now in real time in addition to what the caller is saying.

And then we can navigate the orders there. So that's step one, it also comes with media. So the field could be able to... We can send media to them that the callers actually send to us live streaming as well. We already have a video that I showed you previously to where CPR, we saw someone in a house doing CPR. So, this comes with all of that. Just wanted to let you know that that project is moving forward. We have the install done. Brad and his team are doing an excellent job along with Nicole. Nicole is leading that project.

Nicole Lopez:

Hi.

Ivan Whitaker:

All right, that's it.

Scott Harrington:

We already hit the decision on the RFP, strategic plan high level overview, we already did that. So financial reporting items. Tyson?

FINANCIAL REPORTING ITEMS

Tyson Montoya:

I'm going to report for November and December since we missed last month's meeting. For November, we're at 42%. Well, we should be at 40% through November of year to date. Our revenues are right at 32%. Our personnel expense, this is running well at 38%. Our total expense for admin and operations is at 45%, and our total operating is at 38%, leaving a \$528,000 profit through November. This is our cash position as of the 1st of November, and then through the end of November. We had 3.7 in the bank. The check list for November. There's a couple of errors that we have here that are coming through that I'm going to work with Caselle on to get them off. They're something from, I think, when Caselle was originally implemented over here, but these should not be on the check registry. They're just something that should be off, so I'll get them taken off.

Outside of that, nothing out of the ordinary from November on the check registry. We did pay the Versaterm bill in December, but outside of that, there's nothing unusual through November. Through December, we should be at 50%. We're halfway through the year. We did the second half of the billing assessments, so our revenues are at 78%. I also received the \$400,000 from meeting the state mandate and show that here in our P&L as well. We're at 78% through December. Our personnel is at 46%, so we're running really well on the personnel costs this year. We have a couple of outliers and some things that we're monitoring on the admin and operations expense categories, but we think that they'll flatten out through the rest of the year as we kind of progress through fiscal year '26. We're at 52% total operating expense. And then with the assessment, leaving us with a little over six million in profit.

This is our December financial beginning balance and ending balance. As I mentioned earlier, a lot of that was the \$1.5 million we paid to Versaterm, and that would be reflective in this December check registry. But again, nothing out of the ordinary in here, or nothing unusual that we don't see each month.

Scott Harrington:

Does anybody have questions on financials? Seeing none, let's move on to our Open Meeting Act training. Mr. Young?

UTAH OPEN MEETING ACT (OPMA) TRAINING

Scott Young:

So, my name's Scott Young. I'm general counsel for VECC. I work with Spencer Fane, and the goal here is to comply with our requirement to do an annual training on the Open Meeting Act. So if anyone remembers Get Smart, maybe this won't work, but maybe I'll just move on because I know people are busy, but you might've remembered the Cone of Silence in Get Smart that they would lower. And then, of course, the guy in the middle that you can see standing who's not in the Cone of Silence is the one that's actually conveying all the top secret information back and forth. That's what we don't want our open meetings to be like. So, just generally, let's try to avoid that. And yes, I was raised on Nick at Nite as a kid, so CAR 54, Get Smart, all those are in my wheelhouse. So, let's just get into the statute.

The purpose of the Open Meetings Act is transparency and the legislature wants citizens to know what we're talking about if they're interested to be able to understand how their public dollars, tax dollars and resources are being allocated. And so the default is that meetings are going to be open. They're only allowed to be closed in certain circumstances, and we are required to conduct annual training. You see the citation in that. So, our objective, I think, going forward is to provide this every start of the year, every year, probably every January, and just make sure that we're in compliance. And if people have questions, they can ask them. And again, the goal here, I don't think I know everything. If someone thinks that we're missing something, we want you to speak up.

So, let's talk about how we comply. As I said, the default is the meetings are open, so they are open unless they are closed pursuant to one of these three sections, 204, 205, or 206. I'm going to go through each of these sections and what we need to do to comply. So, Section 204 is what I would call the procedural part of this, how we get to an open meeting without violating the law. So, the first step is that we have to have an open meeting where notice is given to the public. So, you think about one of our board meetings where we issue notice, and then we need to have a quorum present. We cannot have a closed meeting unless two-thirds of those present of a quorum vote to close the meeting. The next bullet point is really important, maybe the most important thing in this. We cannot vote on an ordinance, a resolution, a contract, an appointment in a closed meeting. The only vote in a closed meeting could be on a motion to end the closed meeting. So, we just had this discussion about the AI and so forth. We couldn't have that discussion and have a vote to move forward on that in a closed meeting.

If it satisfied a criteria to go into a closed meeting, we could have a discussion about that and it could be a detailed discussion, but we'd have to vote to end the closed meeting and come into public session to have a vote to move forward, just as an example. And then we have to publicly announce when closed meetings are held, the reason and who voted for it. Again, the idea with that is that we'll have some accountability. And these closed meetings, the legislature recognizes their needs for them, but they want to have some ability to monitor them in the event someone feels like they're being misused. If we go to the next section... Oh yeah.

Korban Lee:

Before you go, the two-thirds vote to close a meeting, VECC has a weighted vote board, but that's two-thirds of the members, not the weight, to go into closed meeting, is that correct?

Scott Young:

That's how I read the statute. I read it two-thirds of the vote of those members who are present.

Scott Harrington:

The weight is only on financial stuff.

Korban Lee:

Perfect. Thank you.

Scott Young:

That's a good question. Okay. So, Section 205, and it's a long code section, it gives the reasons that we can go into a closed meeting. And I haven't listed all of them, but I've listed the ones that we have used in the past, the ones that are most likely to come up with our board. So, the first is discussion of character, competence, mental health of an individual. If we have someone that's struggling in any of those areas that we need to discuss, I think this is an important one for the work that we do. This is a high stress job. We have employees that are under a lot of different stressors, and we may need at times to go into a closed session to discuss those issues. We've got to be very diligent in... The public is meeting with our employees at the most stressful time, maybe in their lives, and we need to have employees that are mentally, emotionally prepared to have the best interaction possible, so this is a tool for us to make sure that we do that.

The next one we've used before, thankfully, not much lately, but pending or reasonably imminent litigation. The only thing I'd say on that, many of you, if not all of us, have been in these kind of meetings, but it does need to be reasonably imminent. We can't just have a broad discussion about general litigation or lawyer strategy in these closed meetings. The next one, purchase of real estate or real property. This fourth one, investigative proceedings of criminal misconduct. So, that's a little bit different than that top one of discussion of character. There has to be a criminal component to that. Finally, the fifth bullet point, deliberations under the procurement code, so we can go into closed meeting to discuss specifics, pros and cons of different things that come up with bids and things like that. And then the next one is kind of encompassing when we're

discussing trade secrets. And we partner with entities that have trade secrets, so in order to protect trade secrets, we can go into a closed meeting and have those discussions. Any comments or-

Nathan Cherpeski:

What about security, employment of security?

Scott Young:

Yeah, that's one too. Yep. And as I said, it's a long list. I should have included security, but there's got to be at least 10 or 12 more beyond this, but less likely to come up with what we do.

The next section, recording or records of closed meeting. This is important too. So, first of all, we are required to make a recording of our closed meetings. That's a shall, we shall make a recording. We may, if we want to, keep detailed written minutes of the closed meeting, but that is not required. And as you can see in subsection two of 206, they say, "A recording of a closed meeting shall be complete and unedited from the commencement through the adjournment." So, we just need to start it and let it go through the closed meeting, and then, of course, preserve it.

And then these are protected records under GRAMA. I haven't been in a fight over... I haven't litigated someone from the public trying to get a recording of a closed meeting, but protected records gives us a fairly significant protection, but it's not totally bulletproof. There are ways that people can say, "Well, I have need for that." And candidly, I haven't gotten up to speed on exactly what that would be, but that's under 63G-7... I believe it's the 200 section is where the GRAMA rules are.

Josh Collins:

You don't need a recording if it's about the character of fitness, right?

Dustin Lewis:

There's an exception for that one, but only that one.

Scott Harrington:

Security assets as well.

Scott Young:

So, this is apropos because we're holding this via Zoom: we can conduct meetings where some or all members attend electronically, we just need to have a resolution or a rule that governs that use. So, essentially, they want it to be orderly, and not us making it up as we go along about participation. And I believe we comply with that. We'll just continue to monitor that. And of course, it gives us the flexibility. We've had quarterly meetings where people come, and there might be times where we want everyone to come in, depending on what's being discussed. That's absolutely okay. It's not rigid, but we just need to be in control of it.

This Section 208 is important. It says, "Individuals constituting a quorum may not act together outside the meeting." So, I would just caution to be careful. It's probably unlikely that we'd have a quorum, but I don't know, we have municipal meetings where a lot of us are at and we're talking. I would just be mindful of what you discuss outside of a board meeting that's been noticed. So, electronic messages, emails, and texts.

"Nothing in this chapter can be construed to restrict a member from transmitting electronic message to other members when the public body is not convened." So, I think if I was back in law school, I'm sure I could construct some weird hypothetical where this conflicts with the prior slide about the quorum getting together, but I think what we're trying to accomplish here is when we get to a board meeting, we want people to be prepared, we want to have it planned. We don't want to waste people's time, essentially, so it's okay to communicate. I would be careful about communicating, well, about substantive matters to a quorum. That's how I would say it.

Okay, enforcement. I just want to warn everyone that under Section 305, if you knowingly, and this includes me, or intentionally violate or aid or abet violating this, it could be a Class B misdemeanor. And again, we just want public servants to take this seriously, so we have full transparency.

Conclusion, it's important that we comply. It's a team effort to comply. If you have concerns, please reach out. You're welcome to reach out to me independently, reach out to Ivan, and we will address them. We are completely aligned and wanting to make sure that we comply on this. And if you feel like I'm not doing my job to make sure we comply on this, please let me know. I don't want to have anyone concerned or put VECC in a light that could be misperceived in the public. I feel like we strive to do the very best we can and be really diligent on everything we do, and it should be no different with the way we carry out open and closed meetings. So, got a lot of experience. Any thoughts or comments that people want to add? Just to be clear, the statute doesn't require me to take an hour, so I'm hitting the things that I think are the most important, so people don't zone out. Brevity is critical. It wasn't due to laziness. It was designed.

Scott Harrington:

I appreciate you not taking an hour.

Korban Lee:

Since we have to comply with the auditor's office that we've completed this, you'll take note of all the board members present and...

Ivan Whitaker:

Yes.

Korban Lee:

Thank you.

Scott Harrington:

I think the auditor's office is more geared towards the elected officials that once during their term, they have to do their state auditor training specifically.

Ivan Whitaker:

In our next board meeting, we'll talk about a couple of members that don't participate. I'll save that till next meeting.

Korban Lee:

Yeah, we've gotten dinged by them a couple of times. They're on our board, but zero participation in OPMA, audit. There's something else. That's been a problem, yeah, we need to address it.

NO CLOSED SESSION/NEXT BOARD MEETING/MOTION TO ADJOURN

Scott Harrington:

And then, do we want to talk about new Chair as well while we're talking? I know nobody else wants to, so I'll leave that up to you guys. All right. Any other questions or anything we need to cover before we close the meeting? All right. Do I have a motion to close the meeting?

Josh Collins:

Motion to adjourn.

Scott Harrington:

Thank you.

Korban Lee:

Second.

Scott Harrington:

All right. Thank you, guys.

Ivan Whitaker:

Thank you.

Motion –

. . . by Mr. Josh Collins, to adjourn the meeting, the motion was seconded by Mr. Korban Lee; the motion carried unanimously.

The meeting adjourned at 3:40 p.m.