Salt Lake Valley Emergency Communications Center

Board of Trustees Meeting Agenda

Date | *Time* 2/18/2026 2:00 PM| *Location* 5360 South Ridge Village Dr., West Valley City, UT 84118

ONSITE MEETING

Agenda Item #	Agenda Topic	Presenter
1.0	**Call to order and introduction of visitors**	Scott Harrington, Taylorsville
2.0	**Review and consider the approval of Jan. 21, 2026, Board Meeting Minutes**	Scott Harrington, Taylorsville
3.0	**Public Comments** ***(Public comments are limited to 3 minutes unless otherwise approved by the Board)***	Scott Harrington, Taylorsville
4.0	**Special District Overview with Q&A**	Heather Anderson, Association Secretary, Lobbyist, PIO
5.0	**Operations Board Reports**	
5.1	Police Operations Advisory Board Briefing	Shane Taylor, Chief, Riverton
5.2	Fire Operations Advisory Board Briefing	Terry Addison, Chief, South Salt Lake
6.0	**Awards and Recognition**	Ambir Widdison, SLVECC Fire Commander
7.0	**Operations Report**	
7.1	Performance Report for February 2026	See attached report: Elyse Haggerty, Chief of Operations
7.2	UCA Radio Project Update	Ambir Widdison, SLVECC Fire Commander Brice Rawlings, SLVECC Facility Maintenance Manager
8.0	AVL Pilot Project Status Update • Fire Zone 1st/Proximity • AVL Enhancement Update	Ambir Widdison, SLVECC Fire Commander
9.0	**Executive Director Report**	Ivan Whitaker, Executive Director

9.0	**Financial Reporting Items**	See attached report: Tyson Montoya, Chief Financial Officer
9.1	FY27 Budget Adoption	See attached report: Tyson Montoya, Chief Financial Officer
9.2	Financial report for February:	See attached report: Tyson Montoya, Chief Financial Officer
10.0	**Re-open public meeting (if necessary)**	Scott Harrington, Taylorsville
11.0	**Next Board Meeting: April 15, 2026, REMOTE**	Scott Harrington, Taylorsville
13.0	**Motion to Adjourn**	Scott Harrington, Taylorsville

VECC PERFORMANCE & PROGRESS DASHBOARDS
FEBRUARY 2026

PSAP 9-1-1 ANSWER TIMES 2025-JANUARY 2026							
PSAP 9-1-1 Answer Time Standard	2025 Q1	2025 Q2	2025 Q3	2025 Q4	26-Jan	26-Feb	26-Mar
Answer 90% of 9-1-1 calls in 15 seconds or less by (NENA / APCO Standard)	97.82%	94.96%	92.27%	96.33%	98.32%	95.72%	
Answer 95% of 9-1-1 calls in 20 seconds or less by (NENA / APCO Standard)	98.43%	96.38%	94.37%	97.50%	98.81%	96.87%	
Number of incoming 911 calls. (Excluding Abandonded)	56,458	62,488	68,122	61,577	18,746	18,157	

Data retrieved based on the recommended best practice by UCA.

PSAP 9-1-1 TRANSFER RATE							
PSAP CALL TRANSFER STANDARD	2025 Q1	2025 Q2	2025 Q3	2025 Q4	26-Jan	26-Feb	26-Mar
TRANSFER LESS THAN 2% OF 9-1-1 CALLS FROM VECC TO ANOTHER PSAP (UTAH SB130)	0.92%	0.82%	0.60%	0.58%	0.61%	0.64%	

Answer 95% of 911 Calls in 20 Seconds or Less						
Month	2024	Calls Per Month	2025	Calls Per Month	2026	Calls Per Month
January	92.47%	19,268	98.46%	19,754	98.81%	18,746
February	91.76%	17, 911	98.25%	18,267	96.87%	18,157
March	91.78%	20,218	98.56%	20,437	-	-
April	92.52%	19,784	96.34%	19,652	-	-
May	96.23%	21,795	96.04%	22,399	-	-
June	96.47%	23,698	96.77%	22,967	-	-
July	98.84%	24,787	95.19%	23,434	-	-
August	98.85%	24,379	93.78%	24,417	-	-
September	98.17%	22,680	94.14%	21,565	-	-
October	98.17%	23,371	96.90%	21,672	-	-
November	98.87%	20,758	97.10%	19,754	-	-
December	98.09%	21,147	98.50%	20,151	-	-

VECC ABANDONED 9-1-1 RATES							
PSAP ABANDONED 9-1-1 CALL STANDARD	2025 Q1	2025 Q2	2025 Q3	2025 Q4	26-Jan	26-Feb	26-Mar
VECC STANDARD <11%	5.39%	5.54%	4.46%	4.46%	2.63%	3.63%	

Citizen Confidence (Net Promotor Score) – Goal is 4.7

VECC TOTAL CALL COUNT								
MONTH / YEAR	2024	Q1 25	Q2 25	Q3 25	Q4 25	26-Jan	26-Feb	26-Mar
911	276,773	59,685	68,800	71,558	62,919	19,253	18,841	
Non-Emergency	558,264	107,646	141,140	147,038	117, 714	36,852	37,040	
Total Calls	835,037	183,006	209,940	218,596	181,317	56,105	55,881	





NFPA 1225 Processing Times

Time To Dispatch Statistics	
Agency)	Avg Dispatch Time (time)
Bluffdale Fire	
Jan	0:01:16
Feb	0:01:37
Draper Fire	
Jan	0:01:19
Feb	0:01:14
South Jordan Fire	
Jan	0:01:23
Feb	0:01:19
West Jordan Fire	
Jan	0:01:16
Feb	0:01:07
Murray Fire	
Jan	0:01:18
Feb	0:01:17
South Salt Lake Fire	
Jan	0:01:12
Feb	0:01:14
Unified Fire	
Jan	0:01:16
Feb	0:01:14
West Valley Fire	
Jan	0:01:11
Feb	0:01:12
Grand Total	0:01:15

SLVECC Monthly Headcount Summary	
Month: February	Count
Ops Full Time	124
Ops Part Time	20
Ops Headcount	**145**
Training Full Time	3
Training Part Time	1
Training Headcount	**4**
Admin Full Time	8
Admin Part Time	0
Admn Headcount	**8**
Technical Services Full Time	7
Technical services Part Time	0
Technical Services Headcount	**7**
SLVECC Full Time	143
SLVECC Part Time	21
SLVECC Total Headcount	**164**
SLVECC New Hires	0
SLVECC Turn Over	4
SLVECC Rolling Turnover (Percentage)	**25%**

1. **SB242 / Tow Services Review**

Executive Report Update – SB242 / Tow Services Review

Following the passage of SB242, VECC has paused any expansion of TowPro implementations while leadership reviews the operational, legal, and procurement implications created by the new legislation. The bill provides VECC with statutory options that did not previously exist regarding towing dispatch services, and it is important that these options are evaluated carefully before moving forward.

Next steps include:

- **Formation of a Tow Recommendation Committee** consisting of VECC leadership and Police Chiefs.
- **Review of SB242 impacts** with legislative representatives, legal counsel, and State Procurement.
- **Evaluation of operational and service model options**, including vendor and internal approaches.
- **Development of a recommendation** to present to the VECC Board of Trustees.
- **Board of Trustees review and direction** before any final decisions or vendor communications occur.

Throughout this process, VECC will take a collaborative approach with all stakeholders while ensuring decisions remain guided by public safety leadership and the Board of Trustees.

2. **Non-Emergency AI Initiative Update**

The Request for Proposals (RFP) for the Non-Emergency AI Initiative was issued on **February 24, 2026**. To date, **eight vendors have formally expressed interest** in the project. The **written proposal submission deadline is March 30, 2026**, which will conclude the first phase of the procurement process.

Following the submission deadline, VECC will conduct an internal evaluation of the written proposals during the **first two weeks of April** to identify the vendors that will advance to the final round of consideration. Vendors selected for the final round will be invited to provide **formal presentations and demonstrations during the first two weeks of May**, after which VECC will complete its evaluation and determine next steps for the initiative. At this time, the **tentative launch timeline is targeted for September 2026.**

3. **Motorola Assist (Vesta Phone System Upgrade)**

   VECC continues implementation planning for the **Motorola Assist initiative**, which introduces several next-generation capabilities intended to enhance situational awareness and information sharing during emergency responses. The project includes **AI-powered language transcription**, **Video-in-911 live video streaming**, and the ability for callers and citizens to **share photos and media directly with dispatch** during incidents.

   Implementation coordination with Motorola and internal VECC teams is ongoing to ensure system configuration, operational workflow integration, and training are completed prior to deployment. At this time, the **tentative launch timeline is targeted for the end of May 2026**, pending final testing, operational readiness, and user training. These capabilities are expected to provide Communications Officers and responding agencies with improved real-time information, supporting faster decision-making and enhanced response coordination.

4. **Reverse 911**

   VECC is also evaluating the **future of Reverse 911 notifications**. VECC's preference is to transition this function to **County Emergency Management**, as it aligns more appropriately with their operational responsibilities and emergency notification capabilities. VECC is currently coordinating meetings with County Emergency Management and other stakeholders to review system capabilities and operational roles. These discussions will help determine the most appropriate structure moving forward and allow the involved agencies to make informed decisions regarding notification responsibilities.

Salt Lake Valley Emergency Communication Center

FY 2026: Budget to Actual Review - as of Feburary 28, 2026 (67%)

	FY 2024 Actual	FY 2025 Actual	FY 2026 Budget	FY 2026 Actual YTD	% of Budget
REVENUES					
Franchise Taxes - E911	$ 8,687,281	$ 9,114,306	$ 9,102,665	$ 4,751,439	52%
Member Agencies - Law Enforcement	8,584,174	8,839,868	9,660,575	9,660,576	100%
Member Agencies - Fire	2,543,459	2,619,221	2,862,392	2,862,393	100%
SL Co Animal Control	169,840	143,389	156,724	156,724	100%
SL Co Sheriff/Jail	169,840	143,389	156,724	156,724	100%
UCA Lease - Prime Site	49,320	49,306	49,320	38,470	78%
Interest Income	158,292	145,411	145,643	108,200	74%
Miscellaneous	47,947	4,482	7,500	1,653	22%
Cash Reserves	-	-	-	-	-
Special Assessment			-	400,000	-100%
Pass-Through Revenues - RMS / CAD	709,489	2,662,099	1,620,975	2,108,866	130%
Total Revenue	**$ 21,119,642**	**$ 23,721,470**	**$ 23,762,518**	**$ 20,245,046**	**85%**
EXPENSES - PERSONNEL					
Full-Time Wages **	$ 9,316,084	$ 10,147,121	$ 10,906,992	$ 6,655,609	61%
Part-Time Wages **	278,839	310,119	507,358	282,490	56%
Overtime	1,086,558	1,095,638	833,740	618,457	74%
Incentives / On-Call	166,973	226,204	175,000	95,698	55%
Other Post Employment Benefits	-	-	-	-	-
ICMA 401a Contributions	651,645	684,726	727,287	474,128	65%
Medicare	149,566	160,522	171,070	105,371	62%
Group Health / Dental Insurance	2,448,732	2,565,155	2,618,861	1,433,154	55%
Vision	25,314	24,474	22,596	15,578	69%
Group Life & Disability	83,621	77,948	71,528	48,138	67%
Worker's Compensation	14,438	14,330	13,528	11,774	87%
Utah Retirement System	1,790,341	2,297,544	1,809,299	1,075,268	59%
Unemployment Insurance	23,472	19,480	16,900	8,069	48%
Total Expenses - Personnel	**$ 16,035,583**	**$ 17,623,262**	**$ 17,874,159**	**$ 10,823,732**	**61%**
EXPENSES - ADMIN & OPERATIONS					
Books / Subscriptions / Memberships	$ 5,582	$ 7,017	$ 10,465	$ 9,888	94%
Car Allowance / Mileage	6,188	6,016	6,000	3,736	62%
Office Supplies	35,415	10,059	17,350	8,199	47%
Equipment Maintenance	87,692	89,837	113,000	79,908	71%
Software Maintenance	2,437,363	4,136,744	3,716,073	3,580,942	96%
Facilities Maintenance	242,688	213,568	248,300	102,812	41%
Utilities	153,525	156,653	160,350	111,573	70%
Phones	497,576	429,303	411,696	188,305	46%
Professional Services	283,805	344,123	258,070	206,328	80%
Training and Travel	61,238	72,233	112,530	61,002	54%
Property / Liability Insurance	90,631	99,722	111,800	69,257	62%
Banking Expense	875	-	1,500	171	11%
Leases / Bonds	121,105	115,726	146,000	-	0%
General Administrative	61,230	88,355	117,225	54,956	47%
Equipment	105,126	-	128,000	62,955	49%
Bond Debt Service	-	-	330,000	330,004	100%
Bad Debt	-	700	-	20	-
Depreciation	902,986	1,157,599	-	-	-
Total Expenses - Admin and Ops	**$ 5,093,024**	**$ 6,927,654**	**$ 5,888,359**	**$ 4,870,055**	**83%**
Total Operating Expenses	**$ 21,128,607**	**$ 24,550,917**	**$ 23,762,518**	**$ 15,693,788**	**66%**
Net Operating Revenues	**$ 1,015,127**	**$ 443,878**	**$ -**	**$ 4,551,258**	
Total Depreciation & Debt Service	(1,024,091)	(1,273,325)			
Change in Net Position	(8,964)	(829,446)			

Salt Lake Valley Emergency Communication Center

FY 2026: Bank Balance Activity - February 28, 2026

	Unassigned		Assigned		Committed	
	Wells Fargo Checking	PTIF #3539 Savings	Zions Bank Atty Trust	PTIF #8394 CAD Project	PTIF #8665 Bond Funds	Total
Beginning Cash Balance - 02/28	**$ 825,877**	**$ 5,997,038**	$ -	$ -	$ -	**$ 6,822,915**
Cash Receipts:						
Operations	1,776,643	845,634	-	-	-	2,622,276
Interest	63	17,033	-	-	-	17,096
Bond Proceeds	-	-			-	-
Transfers	-	500,000	-	-	-	500,000
Total Cash Receipts	1,776,705	1,362,667	-	-	-	3,139,372
Cash Disbursements:						
Operations	2,293,999	-	-	-	-	2,293,999
Capital Expense	-	-	-	-	-	-
Debt Service	-	-	-	-	-	-
Transfers	-	800,000	-	-	-	800,000
Total Disbursements	2,293,999	800,000	-	-	-	3,093,999
Net Change in Cash	(517,294)	562,667	-	-	-	45,373
Ending Cash Balance - 02/28	**$ 308,582.68**	**$ 6,559,705**	$ -	$ -	$ -	**$ 6,868,288**

Journal	Payee or Description	Date	Check Number	Amount
CD	Payroll Cash Disbursment: 02/05/2026	02/05/2026	3	419,220.34
CD	Empower 457: 02/04/2026	02/04/2026	5	10,906.09
CD	Empower 401: 02/04/2026	02/04/2026	7	28,218.19
CD	HSA Contribution: 02/05/2026	02/04/2026	10	13,063.54
CD	URS Payroll: 02/05/2026	02/04/2026	12	78,691.19
CD	Payroll Cash Disbursement: 02/19/2026	02/19/2026	15	445,488.23
CD	HSA Contribution: 02/19/2026	02/19/2026	17	12,743.54
CD	Empower 401: 02/19/2026	02/19/2026	19	30,248.57
CD	Empower 457: 02/19/2026	02/19/2026	21	13,934.71
CD	URS Payroll: 02/19/2026	02/19/2026	23	78,973.22
CD	UKG Payroll Fees	02/16/2026	25	3,607.98
CD	Payroll Garnishments - 800100	02/28/2026	27	590.14
CD	WF to PTIF Cash Disbursement	02/20/2026	29	500,000.00
CD	Payroll Garnishments - 800103	02/28/2026	31	518.23
CD	Payroll Garnishments - 800104	02/28/2026	33	174.76
CD	Payroll Garnishments - 800106	02/28/2026	35	516.71
CD	Payroll Garnishments - 800107	02/28/2026	37	174.76
CD	Payroll Garnishments - 800108	02/28/2026	39	174.76
CDA	AMAZON CAPITAL SERVICES	02/04/2026	25695	768.14
CDA	CDW GOVERNMENT LLC	02/04/2026	25696	2,502.30
CDA	CENTURY LINK (52187)	02/04/2026	25697	893.05
CDA	FEDEX	02/04/2026	25698	56.48
CDA	L3HARRIS TECHNOLOGIES, INC	02/04/2026	25699	34,314.00
CDA	MUTUAL OF OMAHA	02/04/2026	25700	18,511.62
CDA	OFFICE DEPOT	02/04/2026	25701	94.03
CDA	SELECTHEALTH	02/04/2026	25702	193,956.70
CDA	SHRED-IT US JV LLC	02/04/2026	25703	111.17
CDA	SIERRA EGGLI	02/04/2026	25704	93.02
CDA	TAMMY MCAFFEE	02/04/2026	25705	2,000.00
CDA	ANNA WILLIAMS	02/04/2026	25706	1,122.01
CDA	CINTAS CORP	02/04/2026	25707	96.02
CDA	ENBRIDGE GAS	02/04/2026	25708	2,857.90
CDA	GRAINGER	02/04/2026	25709	68.94
CDA	KEARNS IMPROVEMENT DISTRICT	02/04/2026	25710	424.27
CDA	LONE PEAK SUPPLY	02/04/2026	25711	1,169.71
CDA	ROCKY MOUNTAIN POWER	02/04/2026	25712	17.08
CDA	US BANK	02/04/2026	25713	369.10
CDA	VANGUARD CLEANING SYSTEMS OF UTAH	02/04/2026	25714	3,522.00
CDA	ALICE FIEFIA	02/09/2026	25715	381.94
CDA	AMY JOHNSON	02/09/2026	25716	90.90
CDA	AUTOMOX INC.	02/09/2026	25717	9,096.72
CDA	ASHLEY INGERSOLL	02/10/2026	25718	1,199.58
CDA	AMAZON CAPITAL SERVICES	02/11/2026	25719	148.02
CDA	AT&T MOBILITY	02/11/2026	25720	37.94
CDA	BLOMQUIST HALE CONSULTING GROUP	02/11/2026	25721	580.80
CDA	CANON U.S.A., INC	02/11/2026	25722	170.94
CDA	CAPSTONE STRATEGIES LLC	02/11/2026	25723	2,000.00
CDA	CASELLE INC	02/11/2026	25724	1,627.00
CDA	CINTAS CORP	02/11/2026	25725	96.02
CDA	COMCAST (8587)	02/11/2026	25726	630.06
CDA	COMCAST BUSINESS (CA)	02/11/2026	25727	373.05
CDA	DRAPER CITY	02/11/2026	25728	10.00
CDA	OFFICE DEPOT	02/11/2026	25729	110.97
CDA	PITNEY BOWES BANK INC	02/11/2026	25730	10.92
CDA	STREAMLINE SOFTWARE, INC	02/11/2026	25731	1,000.00
CDA	VISION SERVICE PLAN	02/11/2026	25732	1,920.40
CDA	WEST VALLEY CITY UTILITY BILLING	02/11/2026	25733	246.00
CDA	WORKERS COMPENSATION FUND	02/11/2026	25734	3,374.12

Journal	Payee or Description	Date	Check Number	Amount
CDA	CENTURY LINK (52187)	02/18/2026	25736	1,195.39
CDA	DELTA DENTAL INSURANCE COMPANY	02/18/2026	25737	9,807.16
CDA	FEDEX	02/18/2026	25738	56.60
CDA	INFOARMOR	02/18/2026	25739	890.65
CDA	KRONOS INCORPORATED	02/18/2026	25740	1,320.00
CDA	LIGHT MAINTENANCE & SERVICE	02/18/2026	25741	297.50
CDA	LUMEN	02/18/2026	25742	1,552.50
CDA	OFFICE DEPOT	02/18/2026	25743	94.52
CDA	ROCKY MOUNTAIN POWER	02/18/2026	25744	8,907.25
CDA	SAMS CLUB	02/18/2026	25745	322.73
CDA	SENCOMMUNICATIONS INC	02/18/2026	25746	3,770.70
CDA	SPENCER FANE LLP	02/18/2026	25747	1,560.00
CDA	US BANK	02/18/2026	25748	64.47
CDA	UTAH/YAMAS CONTROLS INC.	02/18/2026	25749	4,618.00
CDA	VERIZON WIRELESS SERVICE LLC	02/18/2026	25750	558.07
CDA	DELTA DENTAL INSURANCE COMPANY	02/24/2026	25751	9,807.16
CDA	INFOARMOR	02/24/2026	25752	1,071.90
CDA	KARI L GARDNER	02/24/2026	25753	1,875.00
CDA	MUTUAL OF OMAHA	02/24/2026	25754	11,790.11
CDA	SELECTHEALTH	02/24/2026	25755	174,764.40
CDA	SPECTROTEL	02/24/2026	25756	9,449.27
CDA	VISION SERVICE PLAN	02/24/2026	25757	1,797.76
CDA	VOYA	02/24/2026	25758	5,457.39
CDA	ANSLEY MERRITT	02/25/2026	25759	1,020.00
CDA	DG5, LLC	02/25/2026	25760	1,020.00
CDA	LUCY SCHOENFELD	02/25/2026	25761	255.00
CDA	PURCHASE POWER	02/25/2026	25762	100.00
CDA	US BANK	02/25/2026	25763	3,013.36
	Grand Totals:			2,179,734.77