

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING
February 18, 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. Craig Burnett – 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. Wade Russell – 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
Ms. Shondra Young – VECC Chief of Prof. Standards & Development
Mr. Brad Morris – VECC
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. Terry Addison – SSLFD
Mr. Rich Ferguson – DRPD
Mr. Clint Smith – DFD
Mr. Joey Mittleman – MFD
Mr. Derek Maxfield – JWFD
Mr. Matt Evans – BFD
Mr. Chris Dawson – JSFD
Mr. Jeff Carr – SJPD
Ms. Danielle Croyle – SJPD
Ms. Crystal Makin – South Salt Lake

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

Scott Harrington:

Let's go ahead and open this meeting. So, do we need to introduce any visitors or anything?

Ivan Whitaker:

No.

Scott Harrington:

All right. Review and consideration of the January 21, 2026 board minutes, does anybody have changes to that or corrections? I'll take a motion to approve those then.

Kevin Hicks:

So moved.

Scott Harrington:

Second?

Bruce Kartchner:

Second.

Scott Harrington:

All right. All in favor?

Participants:

Aye.

Scott Harrington:

Any opposed? Good.

Motion –

. . . by Mr. Kevin Hicks, to approve the minutes from the January 21, 2026 meeting, the motion was seconded by Mr. Bruce Kartchner; the motion carried unanimously.

PUBLIC COMMENTS

Scott Harrington:

Public comments? Does anybody want to make public comments? Receive any online? Operations Board Report, so Police Advisory, Chief Ferguson?

OPERATIONS BOARD REPORTS

Chief Rich Ferguson:

Right here. I have a couple of things for you on the police side of things. We're working on a policy update for SWAT operations to clarify when dispatch is notified of a SWAT operation occurring in the Valley. This came out of an apparent incident where a dispatcher wasn't aware of a SWAT operation and may have broadcast shots fired on a call. And so, that policy's being worked on and will be brought to the police user's board when it's final. As far as call coding goes, "burglary in progress" will now be used to code anything when a residence

or a business is attempting to be broke into versus when they've actually made entry into the residence or the business. So, that will just change some coding, something that everybody agreed upon. I think that's about all I have for you today. Do you have any questions for me?

Scott Harrington:

Questions? Short and sweet. Thank you.

Chief Rich Ferguson:

Thank you.

Scott Harrington:

All right. Fire Operations Board, Chief Addison.

Chief Terry Addison:

Thank you. We met last week. We started off our discussion with a report by the Fire Users Committee including decisions in the inter-facility transfer process, a cancellation policy refinement and reinstatement of the combined police and fire meetings in addition to reinstating the IT operations meeting amongst all the agencies. Board meeting was mainly focused on updates and discussions regarding the Versaterm system and its integration with various public safety agencies in the Valley. Kim Vachon introduced the new CEO Steve Seoane along with their customer success manager, Frailan Young. They provided an overview of recent changes and future plans for the system, which I'm sure you'll have some more updates, including real-time traffic data integration, new CAD version, and potential interfaces with Gold Cross and First Due. Fire agencies shared concerns about case number assignments and data accessibility with Kim committing to follow up on these issues. We also discussed the importance of having a centralized dashboard for data analysis and agreed to meet in person every two to three months, but additional virtual meetings as needed on that dashboard configuration. So, that's all we have for our meeting.

Scott Harrington:

So, is that project coming along fast enough for you?

Chief Terry Addison:

Time will tell. Like I told Ambir, we'll see what happens.

Scott Harrington:

Right? Okay. I know Ambir will ride her through and get them going.

Korban Lee:

Chief, sorry, you said CAD integration with Gold Cross and First-

Chief Terry Addison:

First Due.

Korban Lee:

Which is...What is First Due?

Chief Terry Addison:

It's like a pre-planned software, so we can get some of that information for our RMS systems, right. Who uses First Due?

Ambir Widdison:

Draper and Sandy.

Chief Terry Addison:

Draper and Sandy. So currently, most of us are using ImageTrend for fire reports and EPCRs. First Due helps bring in that data for pre-planning.

Korban Lee:

You mentioned the dashboard. What are you looking for? I'm asking Ambir, I guess, as well, both of you. What are you looking for? What's the dashboard? What do you picture? What do you have on there?

Chief Terry Addison:

So, to build on what Ambir's built on already is being able to get real-time data to help us understand when our units are going out of the city, we're receiving mutual aid, and being a little more intuitive of capturing that along with our turnout time, response time, and stuff like that without having to go to a couple of different programs, something that the CAD can feed into. We're able to gather it and look at it easily and seamlessly.

Ivan Whitaker:

So Korban, with that, and it's typically shown in a meeting like this, it's way more robust than what we're showing, to echo what he's saying. I should be able, in a dashboard, to show you our answering times per call type, per city, those types of things. And so again, you talked to me before about that capability concerns that we're exporting out of CAD right now to the city chiefs and it takes a long time to get one report up.

Scott Harrington:

Any other questions? Thank you, Korban. All right, let's move on to awards and recognitions, Ivan.

AWARDS AND RECOGNITION

Ambir Widdison:

We had a busy month actually. We had a couple of retirements. Lin Shaffer, 32 years just at VECC. She had several more in public safety, but she is riding off into the sunset and hopefully playing a lot more golf than she is working on CAD functions. We had a great day celebrating her. In addition, Becky Fullmer had 24 years at VECC. We also saw her retire this month. So, congratulations to both of them. We have an employee of the month, Chas Corona. She is recognized for being a bright light out on the dispatch floor. She's very in tune to those that are having difficult times. She makes sure she's there to support them. She is constantly gathering her peers around those who need help. She's, out of her own pocket, done some recognitions for a specific supervisor who's struggling right now, and she just is a bright spot on the floor, and she was nominated for employee of the month for those things.

Scott Harrington:

How long has she been with us?

Ambir Widdison:

She actually came from UPD, and she was there 26 years, 26 years total.

Scott Harrington:

All right, thank you. That's great. All right, so is that both the whole awards and recognition then?

Ivan Whitaker:

Yes.

Scott Harrington:

Performance report. Elyse, welcome.

OPERATIONS REPORT

Elyse Haggerty:

So, this month, January, we met all of our numbers. In fact, you can see that there was a good jump. It's pretty normal that our calls are around the 18,000-19,000 in January. It's been cold but not snowy, so we're not getting the amount of traffic accidents that we would normally be seeing around this month. Our transfer rate is well below the required 2% at 0.61. We're at 98.81 seconds for answering our calls within 20 seconds. And our abandoned rate has dropped to 2.63%, meaning people aren't calling and having to hang up because they think no one's going to answer.

Scott Harrington:

What do you attribute that to, the decrease?

Elyse Haggerty:

Answering calls faster, their hard work on making sure we're getting those 911s answered in a timely manner. The total number of calls is 56,105 for January, and then 4.53 on our SPIDR Tech recognition. I know other agencies are considering going to that. We would love to be a part of that. It's good information for us to see how the citizens feel.

Tyson Montoya:

Is that normally the number of responders that we get each month at 12 or 13,000?

Ivan Whitaker:

Cumulative, we're running a cumulative.

Elyse Haggerty:

Yes.

Tyson Montoya:

Oh, I see. Okay.

Scott Harrington:

That number really hasn't changed for a couple months, right?

Elyse Haggerty:

The number of responses has gone up.

Scott Harrington:

The 4.53%.

Elyse Haggerty:

Oh, no. Yeah, we're pretty steady at a good solid 4.5. Ivan or Ambir?

Ivan Whitaker:

I'll take this one at least, Elyse. So, last month in the board meeting, we talked to NFPA 1225 and the goal of all Priority 1's processing time from the time we received the call to the time it was dispatch, 60 seconds. Last year we were at a minute 23 seconds. We've been able to shave a few seconds off that. You'll see we're at a minute, 15 seconds. But this report is misleading. I'll continue to show it the way it is. What we need to do with the new response configuration is pull out those call types that qualify for NFPA 1221. We can't get that granular right now. Once we're able to do that, I believe these will get better. However, we're still going to shoot for that for all calls no matter what it is. So again, we'll continue to show that and hopefully we will have progress towards the 60 seconds across the board.

Scott Harrington:

So, is that all Priority 1 calls or just a certain specific group?

Ivan Whitaker:

There are certain specific types. So, there's exceptions throughout NFPA for certain call types, low acuity and things that require pre-arrival instructions, like CPR of a person that was hanging or whatever, and we have to give instructions to cut them down immediately. There are exceptions in it. However, we will create a report that has the specific call types, and then we'll plug in the numbers for those call types per municipality.

Scott Harrington:

Okay, thank you.

Korban Lee:

Ivan, I don't understand this table. Sorry, can you explain this a little more? It says agency on the left, the BF, DF, JS, JW. What is that?

Ivan Whitaker:

Yeah, that's how they speak around here. Ambir, can you translate.

Korban Lee:

Like our agencies, like JW is West Jordan or something like that?

Ambir Widdison:

Yeah, the reason it's flipped is because you can only have that two-letter combination in one place in the CAD, and because the police have the WJ, we flipped them for the fire. Sorry, I'll flip those next time. I just get used to what's in the CAD.

Korban Lee:

Okay, so the 1:15 is the average of all the agencies?

Ambir Widdison:

Correct.

Korban Lee:

Okay, got it.

Bruce Kartchner:

Like Bluffdale and South Jordan, we're kind of [lagging]. Is it our people that are slow getting out the door? Is that what that represents?

Ivan Whitaker:

No, not at all. It's totally from the time we get the call to the time we dispatch it.

Bruce Kartchner:

We just have people that are calling in that are talking really slowly.

Scott Harrington:

Any other thing on this?

Ivan Whitaker:

Can you scroll down a little bit? Full of transparency, turnover is 24.65%. Last year we hovered in the 15-17% range. This was calculated. As we did the new attendance policies and some other things that we were putting in place, we knew that some people were just not going to make it. In addition to that we knew that we were just wanting to terminate quicker in the onboarding process and training, and so that's why you're seeing it that way.

Scott Harrington:

Is that one month's worth of data or is that a rolling year?

Ivan Whitaker:

That's a rolling.

Nathan Cherpeski:

Let's go back to the NFPA 1225. That's fire. Is there a corresponding one for law enforcement?

Ivan Whitaker:

So, we can add that. The answer is yes, but it's not in this documentation, but we can add that.

Nathan Cherpeski:

Yeah, the NFPA is fire. I was just curious if there is one.

Ivan Whitaker:

Yeah, we can add that.

Scott Harrington:

Yep. Any other questions? All right, UCA radio project then.

UCA RADIO PROJECT UPDATE

Brice Rawlings:

So, UCA had another meeting about two weeks ago on the phase one, dropping everything to phase one. They only did it on law side. That's why fire wasn't involved in there. I was asking them about that. They're not ready

to make that jump over to the primary channels for fire yet. They're going to start making the secondary channels, like the car-to-car channels, started changing them into phase one as well. And then they also found out that there's two settings on the Motorola radios that may help with some of the audio and switching from sites. It's the roaming value and there's a threshold of lower box that will need to be checked on those. That would require another reprogramming. Tina is going to go to her board on the 12th of March and they're trying to get what's called Motorola radio management where they can push those updates out to a box.

They were going to buy a bunch of boxes and lend them out to the agencies so you could plug in your radio to those boxes and get those updates without having to take your radios and get them reprogrammed or them come out and reprogram. You could do it for whenever you wanted to plug the radio into it and download to it. She's trying to get the board on board for that and purchase that. It's pretty costly for the radio management. And then the boxes, she was also saying that those boxes could be available for purchase if the agencies wanted to buy a box and just have it there and not have to go and get that box.

Scott Harrington:

Would they have to come out and manually update that box or would it be connected to the unit?

Brice Rawlings:

No, they would push it out to it. I think it would probably require some kind of internet connection where they'd push it to it, and then you'd just plug your radio into it, and they would download to your radio. And that's just on the Motorola radios. Those two settings in there, like I said, it's... The roaming one is how long it stays on a site before it switches over to another site. That setting's set pretty low, so they switch sites often, and that could be why there's missed audio.

They're looking at doing most of the phase one primary talk groups in that when they start on the fire side, I'll let fire chiefs know or let Ambir know and she can remind the fire chiefs so that they can become part of that meeting. That's all I have right now. Any questions?

Ambir Widdison:

One more thing to add just onto Brice's is that we had a meeting yesterday with the committee of members from all the agencies and several members of VECC on backup radios. That committee just barely started. It was our first meeting, so we're developing some conversations and some spreadsheets. Yesterday, we identified a couple of different avenues and possibilities for backup radios. It's very early on, but just wanted to bring you that update.

Scott Harrington:

Thank you. Any questions on that? Okay. AVL pilot project status.

AVL PILOT PROJECT STATUS UPDATE

Ambir Widdison:

As Chief Addison said, we had Versaterm out here this last week to provide us a status on the meeting we had a year ago where we gave them a list of wants, needs, and expectations. They provided some updates on some of those. One of the biggest ones being the traffic enhancement that they're actively working on and are looking to pilot that quarter three of this year so we're hoping to see some significant changes on that. There are also a couple of individual agency wants and needs that Kim was able to address while she was here and is continuing to address after she's left. We do have the Gold Cross and First Due enhancements that we're working on and then the new medical protocol configuration. We are working on the technology piece for that, and we're going to start working on some testing here shortly. We have APCO building out our

configuration, and then we'll connect it with our CAD and start seeing what that's going to look like. Any questions on this?

Korban Lee:

I've got a ton. Kim left. She's still with Versaterm?

Ambir Widdison:

She is still with Versaterm, but she's going to be more of the contractual and high level, where Frailan will be more direct contact with us and boots on the ground trying to get some of this stuff accomplished a lot quicker.

Korban Lee:

Some of these things we're asking for of Versaterm, I know there's been some pushback about we asked for something, they charge us more, and we worked on that contract. Are these things being asked for by other Versaterm agencies as well?

Ambir Widdison:

Yeah, we're not entirely sure what the fees are going to look like for this traffic enhancement. She didn't have that information for us last week. She did say she would get it out as soon as she could, but that is something that Versaterm is contracting with a third-party vendor to make their system more effective when it comes to current traffic conditions and also the specific apparatus, how fast they can get, how fast they can drive to those types of calls. So, we don't know what the impact is going to be, but that is something that Versaterm is getting as an enhancement to their software.

Korban Lee:

So, likely it'd be an added cost to buy that capability?

Ambir Widdison:

It will be an added cost. We just don't know what that's going to look like.

Ivan Whitaker:

So, couple things with this. I had a bit of a tour towards the end of last year with all of the chiefs, fire and police and what kept coming up on the fire side was AVL. And so, I had a conversation with Versaterm about where we were and where we needed to be. As a result of that, we had the CEO come down. They provided us with an updated status. These new fees, they can say what they want. That has to be negotiated, because if it's part of our original ask as a part of the contract negotiations. So, we'll go through that with them. She probably was throwing her normal spiel when she's doing presentations, but we haven't come to the table about any of that yet, and we will.

Korban Lee:

Where do we fit in? We spend millions with Versaterm. Are we a big client of theirs, a medium?

Ivan Whitaker:

We're their biggest client.

Korban Lee:

We're their biggest single client?

Ambir Widdison:

That's the purpose of the customer success manager; it's only for specific agencies that receive that as additional help to get some of these tasks accomplished.

Korban Lee:

We say "we" as in us and Salt Lake combined, our joint CAD.

Ambir Widdison:

Yeah.

Korban Lee:

Okay.

Scott Harrington:

So, do they have a timeline as when they will have it, when they think they'll have it completed or not?

Ambir Widdison:

The traffic enhancement, quarter three, it will come out for beta testing. They're doing some internal testing now. It'll come out to the agencies for beta testing, and we don't know who's going to get the opportunity to test that. Hopefully, it will be us.

Scott Harrington:

I'm sure if you volunteer, they'll probably do it.

Ivan Whitaker:

And I also want to share with the board that our goal is to get back to AVL. That's what the fire chiefs want as well, as quickly as possible.

Ambir Widdison:

This traffic enhancement gets us closer to that.

Scott Harrington:

Does it?

Ivan Whitaker:

Hopefully.

Ambir Widdison:

In addition to the apparatus responding, that is actually quarter two. That was quarter two, that that one's coming out. That one's already ready.

Scott Harrington:

So, are they making good on these promises, or are they always just pushing it off?

Ambir Widdison:

Those were a couple of the significant ones that we had a year ago. So yeah, they are making strides towards getting those taken care of.

Ivan Whitaker:

Yeah, and to answer your question, until we have it fully implemented and it's working, we're going to reserve any... Yeah.

Scott Harrington:

Thank you. Any other questions? All right. Executive Director Report.

EXECUTIVE DIRECTOR REPORT

Ivan Whitaker:

Only a couple of things, and that was purposeful because we want to get to the finance stuff. House Bill 242, Senator Harper.

Nathan Cherpeski:

It's Senate Bill 242, I think.

Ivan Whitaker:

OYes, you're right, Senate Bill. I'm sorry. On towing, there's three additions that were put in there. There was an opposing bill. I believe it was 393 that Senator Peterson came out with that would totally get away from the use of apps, towing services, or anything, period. So, we went down to the capitol and met with the Tow Alliance, Tow Association, Senator Harper, Senator Peterson, UCA, a couple of others to try to come up with a compromise, and this was the compromise. So, if this passes, this will allow us, VECC, and all PSAPs to charge the tow vendors. There's an administrative fee that's \$45 that they charge right now. We would get 50% of that per tow. The tows that are initiated by the field up to, and again, that 50% would increase CPI or whatever, how they're increasing their administrative fee. We would get an increase as well. So that's the first part. Number two really is for-

Scott Harrington:

That wasn't in there before, right?

Ivan Whitaker:

It was not in there. So currently, as it stands today, VECC can't charge for the tow vendors directly.

Korban Lee:

Where does the balance of that administrative fee go, the other half?

Ivan Whitaker:

That goes to the tow service, tow vendors.

Korban Lee:

They charge it but they keep half of it?

Ivan Whitaker:

Yes, so currently, they keep 100% of it.

Tyson Montoya:

Yes, right. So, we would just get the 30,000.

Korban Lee:

They're going to add another 22, so they're just going to make a patch of this again.

Ivan Whitaker:

So, that equates to about 400/450,000 for us. Every bit counts.

Nathan Cherpeski:

The issue we were trying to solve, they weren't necessarily agency-initiated tows. These were private party tows on property that then gum up our... Is this we can charge for those?

Ivan Whitaker:

No. So, I didn't win that. I pushed, and the reason that we didn't get there is because these calls that we can charge for is specific to public safety, to where the other ones, they told me to come back on that, because we just couldn't negotiate it.

Scott Harrington:

It's the same amount of workforce either way, sometimes even more.

Ivan Whitaker:

It's the amount of work. Right. So, the way that we're going to go about it is with the Non-Emergency AI, we believe that we can get the process embedded in that Non-Emergency AI to where there's a bot that could actually create the CAD ticket and all of it through the Non-Emergency AI. So, that's what we came up with to try to reduce that volume as well.

Tyson Montoya:

Cool. I mean, we'll at least be getting something.

Ivan Whitaker:

Yes.

Scott Harrington:

You think 450,000 a year?

Tyson Montoya:

Yes, 350, 400.

Ivan Whitaker:

Yes. So, we're going to put in 20% as we might not be able to recoup up to 20% based upon non-pays and those types of things, but that's how we're coming up with that number.

Korban Lee:

Did you put that... Sorry, you're assuming that revenue in the budget already or no? That wasn't in there? Okay.

Dwayne Anjewierden:

I'm sorry, Ivan. We, as in VECC, bill's tow company for that?

Ivan Whitaker:

Yes.

Dwayne Anjewierden:

So, do we have the capabilities of doing that also? That's not a new FTE or something changing for them?

Ivan Whitaker:

Correct. So, it'll either be that or number three, which we could use that money that we build the tow services to pay a tow vendor like an app, like TowPro or Autura.

Dwayne Anjewierden:

I see.

Ivan Whitaker:

It's either/or.

Scott Harrington:

That portion was considered in the budget, the billing of it.

Ivan Whitaker:

So, what we're going to have to make a decision back with the police chiefs and the board is, are we going to go the route of the app or are we going to go the route of keeping the money in-house. That's the decision we have to make.

Scott Harrington:

What is the cost of the app and are there more than one that does it?

Ivan Whitaker:

There's more than one. We would have to go to RFP, so we don't have a cost... We have preliminary costs that we could talk through, but it would have to be through an RFP.

Tyson Montoya:

There's already agencies that are using a certain tow software anyway right now. So, they would have to roll back on that, right, if we were to do it in-house.

Ivan Whitaker:

Exactly. One of the issues that made this come about is there was an agency... I won't mention name... that was paying almost \$33 a call in their contract for the app, and our thing showed about \$15 a call that we would be charged. So, this is going to naturally help that particular agency because all the money that they're going to get from the state is our target tow vendors, is that \$15/14? Any more questions on that one?

A couple more here. The Non-Emergency AI initiative met today with the project manager, which is Erin. We're going to get that RFP out next week and get that moving. The quicker that we can get that, the selection, the quicker we'll be able to start implementation. So, that is moving forward. One of the things that I did want to talk to the police chiefs about, I couldn't make that meeting, but there was some questions around one of the vendors. I won't bring up the vendor name, but the utilization. And what we're trying to do, there's some

chiefs that want to not respond to traffic accidents that the damage is less than that. So, we're trying to find ways to be able to accommodate that for those.

Motorola Assist, we have that implementation going on as well. And I just wanted to make note that that is with the language translation AI that we talked about. So, the state is paying for that. So, that implementation is moving forward. It has the media, so we can receive media from the field, and we can also live stream to where a citizen can actually show us exactly where they are. So, we'll keep you updated on that.

Scott Harrington:

The state will pay for that in perpetuity or just a couple years, or we don't know?

Ivan Whitaker:

No, it's a part of the state contract, yeah.

Tyson Montoya:

Forever though?

Bruce Kartchner:

That's pretty optimistic when we're dealing with the state.

Scott Harrington:

Well, that's why I asked.

Ivan Whitaker:

I mean, it's a five-year contract now.

Scott Harrington:

Anything else? All right. Tyson, financial report.

FINANCIAL REPORTING ITEMS

Tyson Montoya:

So, we should be at 58% of our budgetary estimate through January. You can see our revenue is at 82% just over 19 million. We've done the second round of assessment billing. We still have some e-franchise tax that comes in at each month through the end of June. So, that's why that's sitting a little bit lower. But we should come in right where we budgeted on the revenue side.

Bruce Kartchner:

Is that franchise tax one or two months delayed?

Tyson Montoya:

Two. On the personnel expense side, we're at 53% of budgetary estimate. We're a little bit low right now, but it will increase. We have three pay periods next month, so that will increase. We're right online with where we think we're going to end up. We did a really good job with last year's budget and this year's budget.

Scott Harrington:

We'll see.

Tyson Montoya:

We are a little bit over on overtime, but we're watching that fairly closely. Elyse and her team have done a really good job of mitigating that as much as possible. On the admin and operations side, you can see we're at 80% of budget. I went through and met with all the department managers and at least with regard to their respective line item or GL category, they know how much money they have left this fiscal year. So, we should expect to see that number flatten out as we finish up the last quarter of the year.

Scott Harrington:

Did you have some bigger purchases up front then?

Tyson Montoya:

The software is the big one, and the utilities. We have made some purchases earlier in the year, but it's just kind of just getting everything back in alignment through the course of the year. We're at 60% or just over 14 million. So, we're a little bit high on our expense side, but it'll flatten out over the course of the year. Any questions on that before I move on? Our cash balance as of January 31, we have \$825,876 in the Wells Fargo, \$5,997,039 in PTIF, for a total of 6.8 in both cash accounts. Next is the check registry. Again, we have a lot of the same things that we've had each month. These here are the quality control, the Qwiks training, call monitoring. We have some management. There are some leadership consulting costs in there, nothing out of the ordinary, final checks.

Scott Harrington:

So, any questions on the expenses, checks? Alright, tentative budget?

ADOPTION OF TENTATIVE BUDGET FOR THE FISCAL YEAR ENDING JUNE 30, 2027

Tyson Montoya:

I want to first thank all the department heads at VECC. They all did a great job. We asked a lot of them this year to put together a list of everything that their departments need. Let me see if we can go to this. Guys, let me stop sharing real quick. Okay. So just to continue, I want to thank the department heads inside of VECC. As I mentioned, we asked a lot of them this year to put together a list of everything that they need. As an Executive leadership team here, we really have talked about what VECC's going to look like in the next five and 10 years, and they've done a good job of homing in on some of the items that they need. They were able to put together a list of items that each department needs. We put them in the total budget as we started it, and we have a lot of good information and a lot of good things that we can use for things that we included in this year's budget, but that we'll also be able to include in the future. Obviously, we couldn't do everything at once.

I think when Ivan and I started, initially, the assessment was upwards of 12 or 13%. So, we kind of chipped away at that before we got to the finance committee meetings. And so, I want to thank everyone internally. They've done just a fantastic job. Obviously, the finance committee and all their help and guidance, we met three times this year. Each time was beneficial and helpful letting us know where they are, where they land, where they want to be and how we need to proceed on the budgetary process going forward. And lastly, everyone inside of the board, I've talked to each city manager personally and gone over their assessment. I want to thank all of them for their time. It was great to meet everyone and have some one-on-one dialogue with each of you guys. Having said that, we sent this out in advance, and I've spoken to everybody about this. As a cumulative number, we're just over 5%, and that's the headline for the assessment.

One of the areas that I want to spend a little bit of time on is the expense side of this year. As you know, last year we had a firm come in and do a pretty extensive audit of VECC, and they were able to define several things that we needed, one of which was additional personnel in ensuring that we have the staff on hand to maintain what we do successfully. So, in that light, we have added six new positions on the operations floor, one in HR, an HR Manager/Director who will help spearhead some of the HR-related items that are going on inside of an organization our size. And then we have another person in TS who will be replacing Lin, who, as you know, recently retired as the fire CAD admin. We have some additional part-time people in the budget as well. We also increased the minimum wage, the minimum starting salary for communication officers, which we think is going to help with retention and keeping staff here. It's going to be on par with our neighbors. So, we feel really good about being able to do that.

Ivan Whitaker:

Hey Tyson, before you move forward, I want to jump right in with how did we get to the operational needs. One thing is I brought the majority of you out and we went over all of the needs. The assessment by the external agency said that we needed 40 positions. I told you I wouldn't dare ask for that. My assessment showed 25 positions. With the introduction of AI, I can see to where we could get that down to 12 positions. I've heard some talk about, "Hey, he said that he wants to implement the AI." The AI is going to help with future numbers, future increases in call volume, but it's also going to help with getting us from that 25 down. And this year we're only asking for six, which would be a phased approach to it. So, that's how we got to that number, trying to work with the entire board to not come in and ask for a bunch of positions, but at the same time, we could clip it getting to those 12. That's how we got there.

Korban Lee:

So, does this... Sorry, does this budget include the AI?

Ivan Whitaker:

It does.

Korban Lee:

Sorry, the Non-Emergency AI and the Motorola Vesta language translation both built in?

Tyson Montoya:

Yes, we're going to do that this year.

Korban Lee:

It's in this year, but it's in these numbers for next year?

Nathan Cherpeski:

Your ongoing cost is in there?

Tyson Montoya:

Yes, it is.

Ivan Whitaker:

So, one of the things, Korban, as you all can recall... I want to make sure I put this out there about these positions. Number one, we have to now get our dispatchers from answering calls. That has to happen now. I can't let that go any further. Two, we have to free up our managers or supervisors. We have 12 of them that have to do other work that this is going to help go a long way with that. So, with the introduction of the AI and in addition to the positions, that's going to help us get there.

Nathan Cherpeski:

So, I'm clear it's six operators and HR, and so it's eight total.

Ivan Whitaker:

It's nine.

Nathan Cherpeski:

Is there a nine? Who did I miss?

Ivan Whitaker:

It should be nine.

Korban Lee:

Yeah, I'm confused on the FTE increase also. Can you lay it out specifically?

Tyson Montoya:

So, there's the six, the HR, and then the TS-

Ivan Whitaker:

And then accounting.

Tyson Montoya:

But that's going to be the second half, and it'd be part-time.

Ivan Whitaker:

Exactly.

Tyson Montoya:

So it would be eight.

Nathan Cherpeski:

Eight and a half FTE?

Tyson Montoya:

Right.

Korban Lee:

Say that again. Six operators, one HR manager. There's seven.

Ivan Whitaker:

Seven.

Korban Lee:

One TS.

Tyson Montoya:

One TS.

Tyson Montoya:

And then an accountant on the second half of the year-

Scott Harrington:

It would be part-time.

Tyson Montoya:

It would be part-time. It's not counted in the FTE count.

Nathan Cherpeski:

It's just a part-time accountant.

Tyson Montoya:

It'd just be part-time, yes, and it may not be needed. It is going to depend on the billing with this tow if it happens. And so, I just want to make sure that we have something in the budget to account for that, because we potentially have 15,000 billings that we're going to have to work with and get that set up. So, I know that there was some reluctance from the finance committee on bringing somebody on, but the second half of the year I think is reasonable and especially part-time.

Scott Harrington:

Yeah, and so the finance committee met a couple of times. I don't know if you want to take it, Kevin, since you're lead of it. It's a great story.

Kevin Hicks:

So, one of the things that we really were pressing specifically on this accountant with Tyson was what exactly is this accountant going to be doing and let's go through it. We actually had Tyson explain to us what Tyson does and going through all of the different things that Tyson does. One of the things that really came out of it was the fact that if we get this HR Director, that's going to alleviate a lot of what is extra that Tyson's doing, which he could then turn around and do some of the accounting stuff that's needed. Now, I get the TowPro issue, and that's where we kind of worked in... So, we went back and forth even in the possibility of eliminating the accountant position completely. But then, I totally get the TowPro need there and if we do try to keep that in-house, to throw all of that onto Tyson as well, where essentially, he's a one-man shop for all things accounting, that's a tall order for all that.

Tyson Montoya:

You guys have got to give me a vacation here.

Kevin Hicks:

Every once in a while, he should be able to take off.

Nathan Cherpeski:

Yeah, I don't have a whole lot of harp. I just wanted to make sure I understood the number.

Ivan Whitaker:

The count, yeah.

Korban Lee:

What's the increase in the TS? What's the TS position? Help me understand that, that new FTE.

Tyson Montoya:

That's the Fire CAD Administrator.

Korban Lee:

But we have one Fire CAD Administrator retire, right? That was Lin, retired. So, isn't that a replacement? Why is it an add?

Ivan Whitaker:

Good question, Korban. We repurposed her position with, we called it a support specialist position. There's a lot of projects, probably about 30, that we're not able to get to because we needed that extra support on the tech side. So, we took that CAD administrator position and repurposed it to that support position. This other position would replace Lin's role for CAD Administrator. That's one of the positions when you walked around with the team here, that extra TS position.

Scott Harrington:

Initially, when we first started out this budget, we were double-digit increases. So, the finance committee did ask a lot of hard questions and asked for a lot of reductions in the budget as well. So, that's how we got down to this number here, which is definitely a lot better than a double digit. So, thanks again for the people that serve on the finance committee. They did a lot of work.

Tyson Montoya:

The six staffing operations, they were staggered quarter one, two, and three. So, that will leave, we need to make sure that we remind you guys, that increase next year, that it's already going to be there anyway. It's already a budgeted number.

Korban Lee:

Those six FTEs for the operations are not fully funded in this budget. They're partially funded in this budget, assuming a staggered start throughout the fiscal year. So, next fiscal year we have a built-in increase to take them from partially funded to fully funded before we even get out of the gate.

Tyson Montoya:

Yes, it's a \$250,000 increase.

Kevin Hicks:

The thought process there, quite frankly, is we just knew there's no way they're going to hire all six July 1. And so we asked them to just be realistic on the timing of the hiring, knowing full well that we all need to understand if we're good with this, that does mean that there's going to be an increase next year that's already built in.

Nathan Cherpeski:

And so, what's the delta between how you budget it and if you had budgeted it full time?

Kevin Hicks:

It's about that 250 as well.

Bruce Kartchner:

It's the \$250,000.

Tyson Montoya:

With benefits, yeah.

Korban Lee:

When we walked around, I can't remember. I was with Dustin and Nathan, I think, or so, we spent some time with each division in VECC. One of the things you pressed hard on was the quality control issues, a desire for a better quality control or at least a higher rate of quality control review and training. There's nothing today that's proposed in those two divisions. Speak to that for a second.

Ivan Whitaker:

So, what we did was we reallocated two of our operational positions over to training.

Korban Lee:

You've already done that?

Ivan Whitaker:

Yes. And so, we're trying to give them some backup and support because we're feeling like Chief Haggerty and her group needs to go first. We need those positions on the floor.

Korban Lee:

So, partly these operational positions are training, like two of them you already stole two operations and put them in training, and you're putting them back in operations.

Ivan Whitaker:

Right. We need them, but we're trying to phase it as best as...

Scott Harrington:

So, will any of these positions help with the supervisors in allowing them to free up and do a little more of their management responsibilities?

Ivan Whitaker:

All of them. That's where all of them will be.

Korban Lee:

Is the AI implementation, these two, the Motorola AI and the Non-Emergency AI initiative... It feels like that's going to take a lot of staff time to implement and review and do QC check on. Is that partly what you're accomplishing with that change in the TS position that you've already done that now we need to backfill the Fire CAD position?

Ivan Whitaker:

Possibly. The reason I'm saying that is one of our CAD administrators is actually working to lead or spearhead the AI project. So, we're going to lose some time there. So, there will probably potentially be some backfill with the other position helping out with Erin's work. So, I want to show one more thing. Can you click on the needs analysis? Yeah. So if you look at this, all of the things that we showed you when you came into Tyson's office, we're checking the box off to where you'll see the FY27 requests. We have this where we're showing how we're paying for it, if it was the Carrot money from the UCA... Let's keep going down, Tyson. But then you'll see... Keep going down... stuff in the red that we're looking out FY28. Don't know what we're going to ask, but we segmented it to make sure that we took a phased approach to getting there. Keep going down.

Kevin Hicks:

On this, I didn't mention it in the meeting last week, but did you intend on for future years the security guard infrastructure twice?

Ivan Whitaker:

No.

Kevin Hicks:

You have it in there twice, so you might want to just pull that off your document then.

Ivan Whitaker:

Okay.

Kevin Hicks:

It's in for FY28 and '29.

Ivan Whitaker:

One of the things I do feel good about announcing now in this meeting, and Tyson, I don't want to take your time-

Tyson Montoya:

No, please.

Ivan Whitaker:

... but we did get clarification from the UCA that they are moving for a backup building. I'm confident that that's happening now. So, we'll have a backup location that we would be able to go to, use it for trainings, some other things. So, that will be helpful.

Korban Lee:

Sorry, can you explain that a little bit better? Sorry, that's the 2.5 million. You're saying we won't need that for a backup because we can use UCA's.

Ivan Whitaker:

No, no.

Korban Lee:

Elaborate. I'm not clear.

Ivan Whitaker:

No. So, we'll have one location that we can go to, but we still need to explore having another different location as well. So, we can take a deep dive into that in subsequent... another meeting. But we will at least have one place that we can potentially go. We don't have anything right now.

Tyson Montoya:

And we would do another bond or something like that under the current structure if we needed to progress that.

Scott Harrington:

So, right now I thought we would go to Salt Lake City.

Ivan Whitaker:

That's not... We can send some call takers over there, but that will be it.

Bruce Kartchner:

You figure you can get a building in Hawaii for 2.5 million?

Tyson Montoya:

In '28 and '29, these are double-digit assessment increases. So, I just want to be fully transparent. This year, again, we want to thank the board and finance committee for giving the additional positions, but we still have some ways to go. Ultimately, we want to better serve the public better and the management here is really dedicated to doing that. So, your support is greatly appreciated on that.

Korban Lee:

Sorry, this future years list, is this in the budget? Are you just putting this as FYI?

Ivan Whitaker:

This is FYI.

Korban Lee:

Because I want to know what I'm voting to approve.

Ivan Whitaker:

This is FYI.

Bruce Kartchner:

And these numbers will change as each year comes up and we find out what the real costs ultimately are for some of these estimates.

Ivan Whitaker:

Exactly. Right.

Scott Harrington:

So, really all the data we're looking for is getting approval of the tentative budget.

Ivan Whitaker:

Yes.

Tyson Montoya:

Yes. For the pass-through costs...

Nathan Cherpeski:

Can you move the screen sharing and pull it down?

Tyson Montoya:

Let me figure out how to use Zoom.

Scott Harrington:

Just grab it, drag it.

Tyson Montoya:

This is the overall assessment by agency over here and this is the change from current year. There's another document that I sent out that has the RMS and MRE costs along with the pass-through. So, those will be sent out to each of you guys individually. You guys know what your final numbers are. This is just the assessment so as you guys know, you had broke it out into two different areas when you moved to the cloud on Versaterm and then obviously the pass-through costs that each agency has on their own.

Bruce Kartchner:

Hey Tyson, from my standpoint, will you shoot me over the call volume growth that has triggered part of the increase for Bluffdale?

Tyson Montoya:

Yes, sure.

Bruce Kartchner:

Just so that I have the data for my council. It's not a big number, but they'll want to know.

Scott Harrington:

Any questions on the budget or ready for a vote then?

Tyson Montoya:

Any questions online?

Bruce Kartchner:

I move that we approve the tentative budget for fiscal year 2027.

Scott Harrington:

Do I have a second?

Kevin Hicks:

I'll second.

Scott Harrington:

And this one, we'll want to do by roll call.

Rachel Nipper:

I'm here, and I can do that.

Scott Harrington:

Thank you.

Rachel Nipper:

Mr. Harrington, Taylorsville?

Scott Harrington:

Yes.

Rachel Nipper:

Mr. Hicks, Riverton?

Kevin Hicks:

Yes.

Rachel Nipper:

Mr. Lee, West Jordan?

Korban Lee:

Yes.

Rachel Nipper:

Mr. Barker, Draper?

Mike Baker:

Yeah.

Rachel Nipper:

I did not see Mr. Sorenson from Murray. Is he present at all?

Craig Burnett:

No. Chief Burnett in his stead. I'm here.

Rachel Nipper:

Oh, okay. Chief Burnett, Murray?

Craig Burnett:

Yes.

Rachel Nipper:

Mr. Lewis, South Jordan?

Dustin Lewis:

Yes.

Rachel Nipper:

Mr. Collins, South Salt Lake?

Josh Collins:

Yes.

Rachel Nipper:

Mr. Cherpeski, Herriman?

Nathan Cherpeski:

Yes.

Rachel Nipper:

Mr. Kartchner?

Bruce Kartchner:

Yes.

Rachel Nipper:

Mr. Gerber, Cottonwood Heights.

Mr. Gerber:

Yes.

Rachel Nipper:

And then I know we have alternate Chief Russell for UFA on.

Wade Russell:

I'm here and the answer is yes.

Rachel Nipper:

Thank you. Sheriff Rivera, Salt Lake County?

Rosie Rivera:

Yes.

Rachel Nipper:

Chief Evans, West Valley City?

John Evans:

Yes.

Rachel Nipper:

Chief Anjewierden, UPD?

Dwayne Andjewierden:

Yes.

Rachel Nipper:

Okay, thank you.

Kevin Hicks:

What day are we planning on officially approving the budget, so the board knows in terms of diving in, questions, that sort of thing?

Scott Harrington:

So, we'd have to have the public hearing next, and we could do it at that same meeting or we could push it off to the next meeting. But it'd probably be better for all of us if we were to approve it at that meeting, so we have that final part.

Nathan Cherpeski:

March?

Tyson Montoya:

Yes, but March is a virtual meeting, so I don't know if I want to do it then. Do you want to make that-

Kevin Hicks:

Should we change it to an in person?

Tyson Montoya:

Are guys okay changing March to in-person then?

Kevin Hicks:

Yes, that's fine.

Nathan Cherpeski:

Because we'll probably all be gone in April, so let's do it in March.

Korban Lee:

Between now and March when we approve the final, can you give us kind of a line by line what the increases are? Particularly what I'm most interested in is what these new FTEs will be doing, exactly.

Tyson Montoya:

Yes. So, do you want to see it differently from how it was in the past?

Korban Lee:

I don't know.

Tyson Montoya:

Maybe I misunderstood your question. Are you wanting to see the variance from this year to next year?

Korban Lee:

Yes, the whole budget goes up 5%. Largely, the lion's share of that is two things, one, the increase in personnel costs just across the board. There is some of the salary changes, benefits, that kind of stuff. And then the FTEs, the eight and a half FTE's we've talked about. What I'd like to just get is more information on those eight and a half FTEs, mostly.

Ivan Whitaker:

Yes, understood.

Scott Harrington:

Any other requests for the budget?

Tyson Montoya:

Just to recap, I'll be sending each agency their assessment plus the MRE, plus the pass-through costs separately, so you guys know exactly what it is for July.

Korban Lee:

The pass-through, is that expected to change?

Tyson Montoya:

No. Unless you added anything. I don't think you guys did.

Nathan Cherpeski:

Do they have an automatic escalator on that though? Versaterm?

Tyson Montoya:

They did. It was 3%. So, it depends on when you had or if you did IAPro or some of the new... whatever you guys have in the Versaterm contract. Some agencies came on with it, so they had a high year and then this year is a lot lower. Some remain the same. Some have a little bit of a decrease based on when they were onboarded with that Versaterm module. Does that make sense? So, if you started... if they onboarded in January or half the year, you would only see half of that expense.

Scott Harrington:

Is that total number then too as well, so whether it will affect next year's budget automatically?

Korban Lee:

The three of you were on the finance committee?

Scott Harrington:

Mm-hmm.

Korban Lee:

Who else was on the finance committee?

Scott Harrington:

Dominic and-

Tyson Montoya:

John.

Scott Harrington:

John.

Korban Lee:

Thank you. Thank you. That's a lot of extra hours. Thank you.

Scott Harrington:

Tyson didn't like us after a couple of the meetings.

Kevin Hicks:

He was cursing us.

Tyson Montoya:

You guys are great. I appreciate your help.

Scott Harrington:

Anything else on that budget?

NO CLOSED SESSION/NEXT BOARD MEETING/MOTION TO ADJOURN

Scott Harrington:

So, next board meeting will be March 18th, not remote. It will be in person. So, motion to adjourn.

Korban Lee:

So moved.

Bruce Kartchner:

Second.

Scott Harrington:

Thank you.

Tyson Montoya:

Thanks, everyone.

Motion –

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

The meeting adjourned at 3:05 p.m.