

SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

August 19, 2026 Meeting Minutes

MEMBERS PRESENT:

Mr. Korban Lee – West Jordan
Mr. Mike Barker – Draper
Mr. Kim Sorenson – Murray
Mr. Dustin Lewis – South Jordan
Mr. Nathan Cherpeski – Herriman
Mr. Bruce Kartchner – Bluffdale
Mr. Jared Gerber – Cottonwood Heights
Mr. Dom Burchett – UFA
Ms. Cynthia Archuleta – SLCo
Mr. John Evans – West Valley City
Mr. Dwayne Anjewierden – UPD

MEMBERS ABSENT:

Mr. Scott Harrington – Taylorsville, Chair
Mr. Kevin Hicks – Riverton
Mr. Josh Collins – South Salt Lake
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. Scott Young – VECC Legal Counsel
Mr. Brad Morris – VECC TS Manager
Mr. Brice Rawlings – VECC Facility Maintenance Manager
Mr. Bill Alvarado – VECC HR Manager
Ms. Rachel Nipper – VECC
Ms. Jodi Morris – VECC
Ms. Nicole Lopez – VECC
Ms. Tammy Cornelison – VECC
Mr. Matt Schulz – VECC
Mr. Terry Addison – SSLFD
Mr. Joey Mittelman – MFD
Mr. Jeremy Robertson – WJPD
Mr. Rich Ferguson – DRPD
Mr. Clint Smith – DFD
Mr. Derek Maxfield – WJFD
Mr. Matt Evans – BFD
Mr. Dustin Dern – UFA
Mr. Chris Dawson – SJFD
Mr. Caleb Jensen – Versaterm
Mr. Dan Boucher – Versaterm
Mr. Brodie Taillefer – Versaterm
Mr. Ashesh Sharma – Versaterm
Ms. Heather Caldwell – VECC
Ms. Andrea Alaniz – VECC
Ms. Cossette Jenkins – VECC
Ms. Antoinette Judkins – VECC
Mr. Dan Gentile

The meeting was called to order by Ivan Whitaker at 2:00 p.m.

Ivan Whitaker:

All right everyone, we're on the hour. I'll be navigating the meeting today. Both Kevin and Scott are out, and so it fell to me. Rachel, do we have quorum?

Rachel Nipper:

Yes.

Ivan Whitaker:

All right, let's go ahead and jump in. This will be possibly a long one. We have a demo as a part of this. First up, call to order and introduction of visitors. We do have one visitor with us today. Caleb, would you like to introduce yourself?

Caleb Jensen:

Sure. My name's Caleb Jensen. I'm your new Versaterm Account Manager, so replacing Kim. Looking forward to getting to know all of you and meeting you. Thanks for letting me be here.

Ivan Whitaker:

Yeah, he has big shoes to fill and we're going to meet this afternoon and go over some things, but we're glad to have him. He was with Mindbase previously, and we have that software that we're implementing and transitioned over to Versaterm.

Caleb Jensen:

Yeah, and I live here locally. I'm based out of Farmington, so I'm happy to drop by the department any time.

Ivan Whitaker:

All right. Review and consider the approval of the June 17th board meeting minutes. Everybody had a chance to review? We're good? We need a motion on that one, right?

Korban Lee:

Move to approve the minutes.

Dom Burchett:

Second.

Ivan Whitaker:

On the minutes, all in favor?

Members:

Aye.

Ivan Whitaker:

All right. Any opposed? All right, we're good.

Motion –

. . . by Mr. Korban Lee, to approve the minutes from the June 17, 2026 meeting, the motion was seconded by Mr. Dom Burchett; the motion carried unanimously.

PUBLIC COMMENTS

Ivan Whitaker:

Any public comments? All right. Operations Board Reports, police. Chief Ferguson, you're up.

OPERATIONS BOARD REPORTS

Jeremy Robertson:

I'm here for Chief Ferguson.

Ivan Whitaker:

All right.

Jeremy Robertson:

For those who don't know me, I'm Jeremy Robertson with West Jordan. I'm the Vice Chair. Chief Ferguson's out of town, so I'll give you the update. We had three main topics that we discussed. The first was the continued implementation of our tow app provider, TowPro. They did another demonstration for us so that all the chiefs were aware of the capabilities that we now have after review. And then we talked about the implementation process for each individual agency and how they can set those up so that's moving forward from our perspective as planned.

Next was the discussion of the countywide data dashboard that you, I'm sure have heard about. We had a presentation from Director Whitaker. We were all impressed with the capabilities there and appreciate that ability to access the data coming up. There was a discussion about the opt-in options for each agency to share and see data from other agencies. We talked about a data sharing agreement, which will govern that sharing, and then the fact that this is primarily public available data anyway.

There're some real advantages to sharing the information, both being that we can instantly see how we compare with other agencies as far as CAD data goes. Then also if we're coming to you or to our city councils and presenting data, getting it from the same source and comparing it in the same way, there's some real advantages there for transparency and consistency. So, after the discussion, there wasn't a lot of concern about the data sharing model. However, that would be an individual agency decision on if they want to opt into that or not.

Then last was the discussion of the chair position. So unfortunately, you'll be stuck with me next year. I'll become the chair because I've been the vice chair. And then consistent with our group's apparent philosophy of baptism by fire, Lieutenant Chase Smith from Murray will become the vice chair. He's slated to be the next Murray Chief. I don't even know if that's announced yet, but he's been thrown into the fire.

Joey Mittelman:

It is announced.

Jeremy Robertson:

So that was the list.

Ivan Whitaker:

Okay. Any questions? Chief Mittelman.

Joey Mittelman:

Yeah, thanks, trustees. On the fire meeting, we had a productive meeting. We started off with AVL talks with Ivan leading the discussion between an option A and an option B. With that, we opted to go with option B, which is not an AVL-based system. What Versaterm has right now, it's a mix between a component of the HERE traffic enhancement, and then utilizing some of the same AVRR and AVL systems that they had. But we're a little bit reserved on that after our last experience that wasn't working out for us. And so we had opted to just go with option B and just stay with that zone first, so the current model that we're going with. And we want to see some other data through Versaterm before we jump into anything else to make sure we at least maintain status stable is what we're in right now. It's what we would call it. So, I'm sure Ivan might talk with you guys a little bit more about that, but that was our approach and opinion on that.

We also had the data dashboard, which we so appreciated. I believe all of the fire chiefs that were there and present were a fan of sharing. Our major concern was to make sure that we could try and implement levels of access. So, we wouldn't have the lowest people within any access, just open access to everything because it does drill down. And I think Director Ivan will talk about that a little bit more with you guys, so I'll let him discuss that.

Let's see. A little brief mention of AI for non-emergency calls, which you guys will find out more. It was very helpful and it was informational on our part. Same thing with medical protocols for updates. And one of the largest things that they've been working on is they have prepared and are moving forward with their 1400 categories where they're classifying our calls to restore it from priority one, priority two back to Alpha, Bravo, Charlie, Delta, Omega, and then of what units go where within the different jurisdictions. So, your agencies will be served as your chiefs respectively or have your staffing models and so forth. So that should be a success.

I didn't catch an implementation time besides they're waiting on a couple of us and that should be likely done at the latest this week. We were telling Ambir we would have it to her by Friday, so that should be good and helpful for them.

Our round table, just a couple of applicable items. We had some concerns brought up about some of the air medical operations and just making sure that we have appropriate units finding lats and longs at our calls. And so that's probably pertinent to the police folks as that gets processed as well. Nothing major, it's just something that's on our radar. And then we also did have a request come in for the Utah Forestry State Lands for a CAD access request. We've referred them out to our Salt Lake Valley Fire Chiefs Group and they can come and get their idea through all of it because that would include Salt Lake City and Sandy if they wanted somehow to put their units into our CAD for the state forestry plans. Ambir did a great job of capturing that on that request or whomever did that, but thank you very much for capturing it and pushing it off.

And then just as a heads-up, we officially will have a combined police fire meeting in October. We had it planned for September, but that's going to work on October 8th. And you'll see that at the Murray City Hall if anybody's attending that. And that's it. Thank you.

Ivan Whitaker:

Any questions for Chief Mittelman? All right. We will have probably a deep dive conversation into the AVL topic today.

AWARDS AND RECOGNITION

Ivan Whitaker:

Awards and recognition. I'll lead us off with this. In 911 communication, we have several different awards categories. One of the ones that we're proudest of is cardiac arrest saves. What we identify as a cardiac arrest save is not someone that had return of our spontaneous pulse and didn't walk out of the hospital. These are individuals that were in cardiac arrest, meaning that they were not alive essentially, and we revived them between the work that we did in the communication center and the field and the patient is able to walk out of the hospital. That is what we deem as a cardiac arrest save.

Over the last few months, we've had five of them. The unique thing is, and I got to give chief a pat on the back, all of them have been through UFA, the one that we received that involved dispatch. And so you're doing something great over there, Chief. So really, really appreciate that. We're going to go through and recognize, we have some of our great communications officers here today, and we wanted to recognize them in front of the board. That is a huge accomplishment. And I'll tell you this, if it doesn't go well in dispatch and we don't provide hands to chest in a certain period of time, there is no way you're going to get a cardiac arrest save in the field. It just won't work. We have to recognize quickly and so with that, first up, and Elyse, you're going to hand these out.

Elyse Haggerty:

Yes.

Ivan Whitaker:

Okay. Andrea Alaniz. All right, so if you could step up and we'll get a pic.

Elyse Haggerty:

You can come forward.

Ivan Whitaker:

So, this was a 21-year-old patient. Brother found him unresponsive and we provided CPR instructions quickly and got a quick dispatch on the call. We want to recognize Andrea.

Elyse Haggerty:

Andrea Alaniz.

Ivan Whitaker:

Yes.

Elyse Haggerty:

The patient was 21 years old.

Ivan Whitaker:

Yes.

Ivan Whitaker:

Antoinette Judkins. Elyse, would you like to read out on it?

Elyse Haggerty:

Yes. For outstanding service and professionalism demonstrated on April 28th, which directly contributed to the successful cardiac arrest save of a 65-year-old male patient. Your swift skill, actions, and dedication exemplify the highest standards of public safety service and reflect great credit upon yourself and the agency representative.

Ivan Whitaker:

Cosette Charles.

Elyse Haggerty:

Cosette is one of our brand new soloed. Again, for outstanding service and professionalism demonstrated on May 12th, which directly contributed to the successful cardiac arrest save of a 67-year-old male. Your swift action, skill, and dedication exemplify the highest standards of public safety service and reflect great credit upon yourself and the agencies you represent.

Cosette Charles:

Thank you.

Ivan Whitaker:

Heather Caldwell.

Heather Caldwell:

I'm the oldest one out of the group.

Elyse Haggerty:

So just a little quick thing on Heather. Heather and I actually started at Salt Lake City 911 on October 13th of 2008 together. And now she's over here with us at VECC. So, we're very happy about that. Again, for outstanding service and professionalism demonstrated on June 1st, 2026, directly contributed to the successful cardiac arrest save of an 83-year-old male patient. You were on the channel, right?

Heather Caldwell:

Yeah.

Elyse Haggerty:

Huge. We have an awesome staff.

Ivan Whitaker:

Got one more. First, Chief, we're sending over recognition for your crews that took those calls. So, thank you very much, Chief. Greatly appreciate it. We do have another one. There was a 10-year-old patient, and this was in July, that drowned in a pool and was underwater for about five minutes. And one of our fire chiefs actually jumped in the water and pulled her out of the water. We weren't able to save her, but we were able to use the organs, she's an organ donor. And fire chiefs and folks in the fire department, they don't like to be recognized a lot. They just do what they do because it's just that they feel like it's their job. And of course, when I talked to him, that's exactly what he said, hey, any one of us would've done it. But to jump in a pool and do what he did, Chief Mittelman, can you come up we want to recognize you.

Joey Mittelman:

Yeah, you were supposed to not.

Ivan Whitaker:

Those [who received recognition] who would like to go now, you can go. I'm sorry.

Elyse Haggerty:

Thank you.

Ivan Whitaker:

Last year when I was getting with the board and bringing everyone in, I talked about some key positions that we needed in the organization, and we did a lot of talking about why we needed those key roles. And the board moved forward with approving some of those roles, and I greatly appreciate it. And we moved forward with executing those roles. One of them is our new Human Resources Manager. Bill, can you introduce yourself?

Bill Alvarado:

Hello, everybody. Bill Alvarado. Stepped into the role July 8th, just last month, and it's been a sprint since. Loved learning about employees of VECC. Right now, I'm leaning into the HR transition with Paycom. That's going to be a huge benefit to our employees and has been so far. A lot of great success with that. In my spare time, I have two littles keeping me busy. Second-grader just started today. I like to roll around with my eight-month-old baby, which is also just so much fun thinking about him this last month and how important it is that the work we do here as employees to keep our kids and our families safe. So, I'm honored to be in this room with each of you and to be in this role and look forward to working with each of you.

Ivan Whitaker:

Bill has a background, University of Utah, Human Resource Manager, talent acquisition. He has a BS degree in business. He has an MBA. He is the type of talent that we need in the building to push us towards the future. One of the big things that stood out, we interviewed about 13 out of the batch that we got, and 12 of them, the answers were very, very similar. He stepped up, and the vision of what we're trying to do from a recruitment standpoint and thinking outside of the box, it was blaring. It wasn't even close. So glad to have him on board and we have got some work to do. All right.

Next up is Tammy. You all have probably known Tammy as our previous human resources coordinator. We transitioned her to support services coordinator. Tammy will now be responsible for our peer support, our CISM, critical incident stress management. She will handle our volunteer chaplain services, and she will also handle our honor guard services. So, all things that we feel that we have to have in the building, we do all the stuff, the Blomquist, we have all of the things that, but again, that on-spot peer support, she'll be reaching out to the chiefs to try to see if we can migrate some of those resources, but have someone have oversight over that.

Just to give you a statistic, the statistic is after five years of employment, more than 50% of emergency dispatchers will be diagnosed with a mental health disorder. So again, when I was sitting down talking to you about some of this stuff.

Disaster Management Coordinator, we have Martin Webb. Martin was previously a supervisor on the floor and manager and has transitioned to that role. Martin will be helping us with a variety of things, working with the state and locally on our disaster management plans, our rollouts, grants, trying to get money in the building to do the things from a disaster management perspective that we need to do. So that's going to take us to another level there. And we have a quality assurance specialist. So, the constructive feedback that I talked to you about that needs to go to the floor, that's one of the most important things that we can be doing is how well are they doing on those CPR calls that we just mentioned. We have a person that's actually facing the floor that's going to help us with that as well. Some great new roles that we're very proud of. Questions on that front?

We do have a few promotions. One of the things that I talked to the board about a couple of years ago is growth and development plan. We had some folks on the floor that had been dispatchers for 20 plus years that hadn't been a part of a growth and development plan. And as I stated before, we can't have that. So, a telecommunicator three is a position into where these individuals can start the training ground to work as supervisors or they can go into training, but it's that lead position on the floor that allows the supervisors to be off the floor and do other things, but it's really a training ground and gives them access to supervisory classes and a host of other things that we're doing. We're proud of those promotions. Want to talk a little bit about them, Elyse?

Elyse Haggerty:

Yes. Tracy Houston is our number one in seniority. She actually came over from UPD back in 2019. She has 37 years. It's really exciting that she wants to move up. She has so much to teach everyone. We're really lucky that she was excited to apply. Christian Soules has 10 years here at VECC. He knows police and fire. He loves both of them he says equally, even though we fight about that. Very intelligent. People listen to him. This is going to be a great role for him to be as a lead. People will look up to him.

Kaila Carter, she's got about five years. Very smart, jumped onto channels far earlier than most VECC employees do, and has been very successful with that. And then Allie Sanchez, she also has 11 years, just barely. She hit her 11th year. She not only promoted to COIII, but I don't know if you have another slide for this, she actually just promoted to supervisor as well.

We're really excited to have her. She's police first. That's what she knows best and loves. All of them will learn all things, all channels. That's going to be a COIII opportunity for them to learn everything so they can freely step in whenever a supervisor's not on the floor, answer questions and be confident in their skills. So, we're really excited about all of them.

Ivan Whitaker:

One of the things we've decided is we're changing the name of all our meeting rooms to our tenured employees. This room will be the Tracy Houston boardroom. For 37 years she's deserving of that and so as soon as we can do that, you'll see the nameplate go on the wall. So, we'll be moving forward with that as well.

OPERATIONS REPORT

Ivan Whitaker:

Operations reports.

Elyse Haggerty:

We missed July, so I'll just talk about both of them really quickly. This summer was hot, on fire, and the call volume was incredible. We had to meet our numbers in June because we had two months where we were just below the 95 mark. So, at the beginning of June, we sent out a, here's what we're asking from everyone, because it is asking a lot for people to take their weekends and come in here and work an extra 12-hour shift. We did a bonus system, which Chief Montoya was really incredible and really worked with me. We had several hard-nosed meetings where he's definitely my money guy. So, he approved that, which was huge. Many, many people took advantage of it, which is why our numbers were so fantastic in June and in July.

So, 46,000 in June, 50,000 in July. But the 911s alone, 22,000, 24,000, it has been... I'm sure all of you feel that out there and all of your employees and firefighters and police officers are saying the same thing. It's been really busy. Within 90% of the 911 calls in 20 seconds, we hit 96.73. That's a couple hundred that went beyond that 20 seconds. So really great. I'm so impressed with the staff. They come in every day and do things that most people don't want to do. It's a hard job, but they are continuing to kill it and just working really hard.

We're trying to do fun things, make it a little bit less overwhelming, and that's where the AI is going to come in, which we're really excited about.

Nathan Cherpeski:

A question. Elyse?

Elyse Haggerty:

Yes.

Nathan Cherpeski:

Is that for July, 74,000 total calls?

Elyse Haggerty:

Yes.

Nathan Cherpeski:

Do I add those together?

Elyse Haggerty:

Yes, it was a busy summer.

Ivan Whitaker:

I would like to make mention there's still some discrepancies in the valley about non-emergency calls versus 911. We are 911 centric. We're going to answer those calls first. I've got a couple of complaints and we're going to research every last one of those but when I get a complaint and someone held 20 minutes because they want to know how to get fingerprinted and I look in a 15-minute block, there's 40-something calls, 20-something of which are 911s. We got to take those 911s first. Now, what will be valuable, and we'll talk about it when we get to the non-emergency, is all of those calls will be picked up right away and the non-emergency AI will be engaging and would give those individuals numbers or this location or this is the link. We got to get there.

So, September is coming. But again, with this type of volume, we already know what our FTE count is and what we've talked about. Anything else on that, Elyse?

Elyse Haggerty:

I don't think so.

Ivan Whitaker:

Okay.

Elyse Haggerty:

I do the transfer. The transfer rate was a thorn in everyone's side up until last year. We hit another full year of below, we have to have 2% or less, and we're clear down in the 0.34% of calls. We are not transferring people out of our center when we take the call to handle the call. And then our abandoned rates, when Ivan came in and said 11%, that's what the board has approved. That's crazy. I thought, "No, it's not. We barely meet that. Is it crazy?" But with a lot of the ideas Ivan has brought in, a lot of the changes we've made, the employees' action on getting those calls answered, we're now down to 3.15%. That's a pocket dial. We can't save those. They hang up before we can even answer. You can see the progression of 65,000 calls in May, 68,000 in June, and 75,000 in July.

Ivan Whitaker:

We have officially met the state mandate again for the second year in a row. We all know what that means for our citizens being able to answer 911s quickly. What that also does though, that's gotten us a seat at the table at the state level in certain groups that we weren't a part of before.

There's a future of 911 committee that sends information directly to Senator Harper, or we're talking about some deep dive things as far as resources that we need across the state, and so again, I don't think we are part of committees like that if we're not showing that we're doing what we're supposed to do in the dispatch center. So again, we have a voice and that's what, in addition to our citizens, these numbers also mean as well.

UCA RADIO PROJECT UPDATE

Ivan Whitaker:

UCA Radio Report, Brice.

Brice Rawlings:

Not a whole lot to report here, but they were doing some maintenance on the UCA warehouse mid-July. No issues there. North Salt Lake Simulcast, they did make one towards the end of July, which when they take that down, we usually fill it south end of the valley there. No issues on that one, and the only other thing is the UCA annual stakeholders meeting is being held in Kanab this year, October 20th and 21st. That's all I had to report.

Ivan Whitaker:

While we have Brice, we talked about access to the building. I don't think you all should have to punch in every time you come or have somebody let you in as board members. So, do you want to talk a little bit about that, Brice?

Brice Rawlings:

Yes, we can get you guys a card with access in here. We also have an app that we can send you on your email. Just download it on your phone and use your phone as a badge to get in here, for you to get in. So, either way, we can get your pictures. I think most of the fire chiefs have their badges already. If not, let us know. I don't know if you have one yet, Chief, or not.

Dwayne Anjewierden:

I do, yeah.

Brice Rawlings:

You do? Okay. But for everybody else here, I can give you a badge, give you both. You can have one on your phone or you can have it physical. It's up to you guys, however you want to do it. Then you don't have to, you can just-

Nathan Cherpeski:

We just have to pick... I prefer the phone because then I don't have another card to look around for because I always have this stupid thing.

Brice Rawlings:

If you just want the app, we can send it to your email, work email. It's called Verkada Pass. Check your spam folders, your junk folders. It'll probably go there. Once you sign into it, it'll ask for your password right off the bat. Just type it or just click forgot password, you can create a new one.

Korban Lee:

Are you doing this because you want us to have it? Is this a courtesy or are we an inconvenience if we don't have it? Do you want us to use it?

Tyson Montoya:

Did you notice the little badge out there, the sign?

Brice Rawlings:

I don't think that's out there. We restarted it, got locked out of it, so it's back at TS.

Tyson Montoya:

We had a little scanner for visitors and stuff, and so it's just something to make it easy for you guys to come into that.

Ivan Whitaker:

It's convenience for you all, so you don't have to wait.

Nathan Cherpeski:

Right now, it's been mostly just waiting for your staff to come buzz us in. I don't know if that's been inconvenient. We're once a month. I don't know how often...

Korban Lee:

Okay.

Ivan Whitaker:

It's up to you. Just let us know.

Nathan Cherpeski:

You'll email it to us?

Brice Rawlings:

I will email it to you.

Ivan Whitaker:

All right, thanks, Brice.

EXECUTIVE DIRECTOR REPORT

Okay. Executive Director Report. I'll try to be quick with some of this. We have a demo on the back of this. TowPro is going well. The goal is to be live with all agencies, all law enforcement agencies on TowPro September 1st. Commander Rosa Olivos is leading us in that charge. Tyson has everything set up from an accounting perspective for us to start receiving the incoming revenue. It's \$9 an hour. We have this in our data dashboard as well to where we will look at total number of tows that were processed versus our collection rate as well. We're on target. I don't see any blockers or anything, so I think we're doing good there. Any questions about the tow?

Okay. Non-emergency AI, Hyper. We're in a good position with that as well. It's slated to be live at the end of September. We've written probably about 40 plus SOPs that basically teaches the non-emergency AI what to do. So, if the call comes into West Valley after 5:00 PM and it's for public works, what do you do in that situation, versus if it comes in from Herriman, what do you do in this situation?

And so, it's dynamic in that way all the way down to various languages. We have various endpoints that we have to push to. There are about six endpoints. One of them is texting, for example. One of them is an emergency, so the caller has to go over to 911. The good thing is, we will go in our answering times from the times and the percentages that we have now to everything will be answered within under three seconds by the non-emergency AI.

So, the citizen will be engaged immediately. One of the calls that came in that we had a complaint on, actually the caller should have dialed 911. But what I'm telling everyone is, in 2026, in today's technology, a citizen shouldn't have to know when to dial 911 if we have the right technology. This technology will get them over to our 911 system quickly, even if they dial the non-emergency number. So, it's going very well. It's a lot of work. It's a lot of conditions that we have to teach the AI, but we'll have a demo for you on the next meeting of how it works.

Korban Lee:

I know you're doing this with UCA. Are there PSAPs around the country that are ahead of us with Hyper specific... I know there are others ahead of us with AI on non-emergency. Who's using Hyper specifically?

Ivan Whitaker:

Dallas is one of them.

Korban Lee:

Dallas.

Ivan Whitaker:

We're thinking of doing a site visit. We just have to make sure the money is there, but Toronto is a big one. They're processing about a million calls a year through their Hyper, so we wanted to take a look and see how it's going there. The biggest thing I'm concerned about is change management, not just internally, but citizens as well. We're going to do a couple of townhouse style groupings where we bring folks in.

We let them test it, play with it. This thing's going to have a survey that goes out. I expect a lot of feedback, constructive feedback as the citizens get used to this, and we're going to have to manage those expectations, and so that's what I'm going to be focused on once we go live.

Medical protocols. Korban, you mentioned this before we started. Chief Mittelman mentioned this as well. This is slated to go live in November. We will be the first agency in the country to have it quite like this to where when the communications officer picks up the phone, the AI is automatically listening. If there's gunshots in the background and someone says, "Hey, somebody's shooting up the place," it will automatically put up the active assailant protocol.

This thing will know on the medical fire side, it's clear evidence of a stroke. We need to send messages to the stroke center that there's clear evidence of a stroke. On the law enforcement side, same thing. There's just auto notifications. We can set the messaging to where instead of our people turning and pulling up a text group, it'll auto send the messaging based upon how we program it. The big thing is, as a caller is talking, it will auto-answer questions that it knows that's coming.

So, the communications officer turns into a verification of what's being stated versus having to try to figure out, "Hey, did they say that the person was 56 years old, or did they say this or that?" It's putting that information in front of them, throwing it up, and then they can hit submit, and it sends it to the CAD to be able to send out to the field providers as far as notes and messages.

This is where we're going to ease the burden on the communications officers. We are wanting by the end of next year to shave at least 30 seconds off our processing times. We believe that that will help with law enforcement tremendously in the field. We believe that will help with our cardiac arrest save rates and what we're doing. So, we have a goal that we're inching towards. In our next meeting, we're going to start showing those processing times so you can see.

What I wanted to get down to is processing times per type of call. To come in here and show you processing times for priority one, priority two is kind of meaningless. You need to be able to drill down as Chief Mittelman was talking about into those codes and see those different call types. But I do want to start next month. We won't be able to get that far, but showing you what we're looking at, the metrics, so you have a good understanding of how we should be calculating things. Any questions on that?

Korban Lee:

And that's through APCO. That's through our current protocols' provider in conjunction with them?

Ivan Whitaker:

This is in conjunction with them and a company called GovWorx where GovWorx has teamed with them to put the AI on top of the protocol. Versaterm has a big role in this as well because this requires an interface with Versaterm, and we've been moving forward with those meetings as well.

Korban Lee:

The AI between Hyper and GovWorks, they're going to be two independent ones. Does that matter?

Ivan Whitaker:

No.

Korban Lee:

Do you want them intentionally independent or just the way it works out with vendors or what?

Ivan Whitaker:

Just the way it worked out with vendors. The good thing is it's not convoluted. It's not like there's more screens that they have to worry about. Reverse 911, we're kind of stalled with that a little bit. Chief, do you have an update of where we are with UFA on that portion?

Dom Burchett:

Not a ton. Emergency management's looking at Everbridge. I don't have much more than you.

Ivan Whitaker:

We pay \$37,000 for Reverse911 that we did not budget for because the goal was to transition off. We're going to have to go to a month to month until we figure it out because we just didn't want to pay a whole 37K if we were going to only be on it for a few more months.

The AVL project, I don't know if we want to get into the larger conversation now or if we want to wait until after the HERE discussion. But that project, remember when I first came in, and Korban, you and I had that conversation, you tasked me with, we need to figure out what we're doing with AVL because the goal was to be AVL only.

Everything is AVL, and we found that through some inconsistencies in the data and inconsistencies with what we're seeing with response, that it just wasn't working well.

We punted a bit, we came up with another solution. It's called station order, and the fire chiefs, to me, they love it and it's working the way that it's supposed to work. The concern is moving off that to go to something

that system is not as good as we want it to be, and in addition to that, not having enough data to know or be able to forecast what we're going into.

You kind of mentioned it, Korban, with all of these projects going on with the medical protocols, why not get those implemented first? Start to look at the code, start to look at the distribution, start to look at response and how that's impacting things, and then bring this conversation up in the future, but just stay status quo right now because the chiefs are all on the same page. Chief Evans, did I explain it well?

All right. So, this is a conversation of I've gotten direction from the board to go in the direction. I am with the fire chiefs. I do believe in what they're saying in that with all that we have going on to put a change with the AVL on top of everything else, it's a bit much. So, any thoughts on that piece?

Okay. with that, Versaterm, one of the reasons they're here and they're also online as well for a demo, we tasked them with providing us a solution for fixing AVL, and they came back with a third-party company called HERE that ingests traffic conditions inside of the routing to make sure that we have more precise numbers or estimates when the recommendations come in CAD.

They're going to do a presentation. I'm going to close up pretty quickly here, and we can keep doing what we're doing now. We don't have to go into AVL to use this. This will just enhance what we're doing now and provide better timing now, if we choose to go that route. All right. The chief's requested that HERE actually do a demo in front of the board so we can ask specific questions about the routing in front of the board.

We do have the Peregrine implementation, which is the data dashboards, and what the chiefs were talking about previously is. We're probably 50% through this thing, and what I'm seeing is just phenomenal.

Every board member will have access to a dashboard. We'll do some training on it. It's going to be very simple. It's an executive dashboard. All the numbers I think that you would want to see on a daily basis, you'll have access to that. But you'll also have access to, well, you'll be able to drill down to an individual call, to where if you wanted to go that far, you can. The discussion was, if an agency wants to opt out, they won't see everybody else's data.

If they opt in, they will see all of the agencies that have opt in. We're going to get that agreement out next week. Hopefully, well, my goal is, if everybody opts in, it just makes it easier for us from a development standpoint. If you opt out, we have to do development a bit differently and it can be done, it just has to be different. Any questions on that?

Okay. Backup Dispatch Center, and so that is moving forward with UCA. It's going well. They're supposed to be breaking ground, I think in 2028. But we had something else that came up that was pretty cool. UPD has donated some space for us to where we could actually have about 25 consoles in there, up to?

Brice Rawlings:

The consoles are eight, but like tables and that, we could probably give them 25.

Ivan Whitaker:

25 people. Yeah. We were donated eight consoles from Layton 911, and we picked those up yesterday and we'll be moving those in. There is the ability for the connectivity over there as well. So, where a couple of years ago I was coming to the board and saying, "What are we going to do?" Now it's starting to shape up to where we can have up to two different locations that we're working through, and we're very excited about that. It's moving forward.

Korban Lee:

Where is it? You say it's a backup. This is a UPD-donated facility or donated space?

Dwayne Anjewierden:

Our logistics building, we took that elementary school, Western Hills, just at 5190 Heath Avenue. So just blocks down the way here. There's a classroom size space that we're going to put them in lockdown.

Korban Lee:

This is temporary, am I remembering right? You were working on a place in North Salt Lake or something as well. Is that a more permanent site and this is temporary or is that now on hold because of this? I can't remember.

Ivan Whitaker:

Both are moving forward consistently at the same time. The UCA backup location, that's moving forward, and that's not just for us, that's for Weber, Salt Lake City, Layton. It'll be used at the training facility year-round. So that's already moving forward. It has nothing to do with this. This is a backup location to where if we couldn't make it there... So, we have to do some mitigation strategies of, how do we get to that building, and if it's a level one, two, three, the level one, we might just go over to this location.

So, it just provides us with more flexibility, and again, the fact that we're getting space free, and consoles for free, why not take advantage of it?

Nathan Cherpeski:

Will you have something in the budget to deal with those consoles just sitting there and aging out? Or how are we keeping that technology up?

Tyson Montoya:

In the eight that we just... We just transferred ownership to us.

Nathan Cherpeski:

Well, no, I mean, so they'll be sitting over there. They're just sitting. Are those the computers themselves? How are you going to make sure or do we grab computers from here? When you have backup sites, it's always how do you keep that technology current? So you go in to use it the first time and realize it's out of date, everything's out of date.

Ivan Whitaker:

Yeah, good question, and therein lies the position of the disaster management coordinator. Like I say, this just popped up, and so now the goal is, what resources do we need in the building? How much is it going to cost? Can we get grants for it? And so, we're continuing to plow through all of that piece, and we'll have more updated information for you in the next meeting.

All right. Any more questions on the Executive Director Report? All right. Dan, and I believe it's Ashesh with Versaterm. Are you online?

HERE PRESENTATION

Dan Boucher:

I am. This is Dan.

Ashesh Sharma:

This is Ashesh.

Ivan Whitaker:

Okay. I will let you take it from here. We also have Matt, our GIS Coordinator is in the room as well, also with Caleb from Versaterm that might be chiming in as well. So, Dan, we'll let you all take it over.

Dan Boucher:

Okay. Ivan, I'm going to send my request to share. I think you might be sharing right now, so it might ask you to give me permission.

Ivan Whitaker:

I just stopped share, and let me see if I can see you.

Dan Boucher:

Let me share this. You should be able to see my screen.

Ivan Whitaker:

Got it.

Dan Boucher:

Okay. All right. So, for those of you who do not know me, my name is Dan Boucher. I work for Versaterm. I'm an implementation specialist. Before that, I come from the Mesa Fire and Medical Department here in Arizona. So, when Elyse said it's hot there, I laugh a little bit. It's hot here. It's very, very hot this summer. My specialty is obviously I work with police, EMS, and fire crews all over the country. But really what my true specialty is, is large complex agencies like yourself with closest unit AVL, AVR, street networking, and on top of that, station order as well.

I've worked with a lot of your team in there. I work with a lot of your admins. When they asked me to do this, they wanted me to talk to some of the challenges you guys are facing in real time and what we are offering as possible solution here.

For a little bit more background, I'm sure a lot of you already know this, but you guys in Salt Lake area use a combination of station order and AVRR right now. You kind of mix and match a little bit depending on the areas you're in, what you're calling for, different call types, things like that. As we all know, it's very critical. You guys saw those recognitions and awards earlier that, especially with the EMS and fire side of things, it's very critical to get the right resource in very quickly.

But also, the other half of that is to get the right resource, make sure they have the right tools, right medical equipment, things like that. One of the challenges you guys were facing obviously with recommendation times with AVL, AVRR was routing times, on scene times, things like that. So, what Versaterm has done is they've now incorporated live traffic into the recommendation process for closest unit.

And when I say closest unit, I do mean like AVRR, AVL type recommendations, non-station order. So, my goal is to show you a little bit of how that works here. It's not going to take too long. I know you guys got some more on your agenda here, but if you can all see my screen, and if you have questions, you can ask me after this or whatever you want to do, Ivan, but I'll go through the demo here real quick. Really what you're looking at is what the dispatchers are used to saying. This is just the CAD that everybody uses, and right now they perform recommendations, again, based off station order or based off of possibly closest unit, depending on what the recommendation is calling for, depending on the call type. What we've gone and done is we've now gone in and added live traffic, which just like your iPhone, just like Google, when you plug in a destination, it tells you how long you're going to be there.

It tells you how long it's going to be with traffic or a delay, things like that. This update traffic level is what we API to HERE. That runs as a cron job every two to three minutes. That's how it pulls the live traffic from that data, and that gets in a combination of a bunch of different servers, Waze, Google, Apple, a bunch of different online maps. It's all combined data together that analyzes what is actually happening on that road.

When you go into the actual data source here, let me make this bigger so you guys can see it. All these files you see here, those are different traffic loads that come into your system. Now I'm not live connected here. I've downloaded these to show you on the demo. What I'm going to do is just load this most recent load right here.

And now nothing I do here is going to affect anything that's done with live. I can load as many as I want to. It's all behind the scenes as this is pulling live in your production CAD. This is also an investigative tool to see what happened on recommends and how units were pulled and what routes they took and how to strengthen the data, and that is also another note point here. We take your current GIS data and we mix and match it with the HERE production data.

So, we have to make sure we're matching street segments and names and XY coordinates to make sure that we're all on the right segments here. We don't want to call street names different things. I loaded the data and down here you can see, I've got a local ID, which is coming from your local data source.

I've got a HERE ID, which is coming from the HERE API, and I've got street names. I'll explain a couple of these columns real quick. The speed factor is out of one, thinking of that's like 100%. The 0.1 is obviously, that's the 0.1% of speed you're going. If this was an 80 mile per hour road segment and you're only going 0.1, you're going eight miles per hour, 0.10.

The jam factor is out of 10. So, when you see a jam factor of 10, that's essentially dead stop like you see red on your phone right now with your current applications you use. You can see when it was updated, you can view this one road segment on the map. You can see exactly where the jam up is going on in live real time. This is again, dynamically updated against your AVL recommendations against CAD.

So, you can just see them right there. You can also go to the traffic segments and see your whole data source right here. I can just select free flow, and I can see all my free-flowing street segments. I can select just the severe ones if free flowing street segments. I can select just the severe ones if I'm trying to see where in the city things are going on that are jam packed tight. And you can see the one that I just looked at was down here.

This is a high-level overview. I do want to show you that here; I'll go this one. The HERE data uses main arterial roadways. They're not going to compute the side streets here. However, with your internal data, we still compute those speed limits and those directions and things like that. So, it is still weighing the side streets, but the main traffic is main arterial roadways that HERE provides to the CAD system.

So, if you go all levels, it's just back to oversight of what you're seeing as live traffic. Again, this is updated every two to three minutes, and this will change dynamically unless you want to load in something.

You can filter for what you're looking for, for recommendations up top here. You can search for the ID or the street name. You can search for a minimum speed factor. If I just went to a speed factor of one, which I know is a free-flowing street, you can see the jam factor jumps down to green, right, which means there's no traffic on this roadway. Part of your guys' job as well is not just getting people to the call, but it's also researching why that person went to the call if it goes further with necessary investigations, right. These are just another tool to help do that.

You can perform any kind of routing against the most local data set you guys have. Again, I loaded this one in. There is no limitation of how you can do this on the system here, so I can at any point in time type in one of your street names. South Honeywood Hill Lane. And I could just say, give me a destination of. I compare with or without traffic. I can show congestions and I can calculate this route. If I calculate the route, sorry about my scribbling lines here. We have to adjust those, but this will show you the routes down here. You can zoom in and out of the map. It can show you with traffic, without traffic, free flowing. So, if I was trying to compare a route that maybe somebody was supposed to take, I could see the time it should have taken them.

I can see without traffic, and I can see what the difference would've been added up here. I can also see on the bottom turn by turn directions from compared to your local data source. So whenever, especially me because I get a lot of phone calls from your guys' admin that helps research what recommendations were pulled, what happened. We go back and we watch GPS replay, we see which way they went, why did it take them two minutes longer? All these things matter in hindsight of when we're talking about CPR, right? When someone's in a true cardiac arrest, those seconds really, really, really do matter. We can see localized by the data set you have and the HERE data, this is the quickest way that we can get somebody to this scene. And that was just a one-off route here. When we go into a call lookup per se, I can go in here and I can say, "Look up the call."

I can go back as long as this data is kept in the system, right. I could say, "Show me UF26-2," which is a test call I did for you guys earlier, right. Now I didn't have this call at the time that this data was going on, but I'll show

you what it was supposed to do. The nice part about the chiefs or any admin, I can literally right from here, click open this report and I can see who was pulled, what lat/long they were pulled from. I can see what time it was supposed to take them dependent on what the system says that you guys were on the roadways on. I can see what station they were pulled from. I can see if there was any status times. Any of our local reports, this hasn't changed from what dispatchers already know or chiefs already know. But I'm just saying you can get to it from the HERE data API interface here now.

The interesting part that we've added for you now is say compare. So, I know that MA116 was pulled on this call, right, and I can compare this route now. All these units up here were considered for this call. And I can go through, and I can go historically now see where they were compared to live traffic data and live road conditions of how they were getting to that call. So MA116 here, the original time should have taken him two minutes and 15 seconds, but with the traffic that was currently going on was three minutes and 41 seconds. I can map this, and I can see exactly what you saw earlier, and I can calculate this route. It's just going to pull the XY of where we knew exactly they were.

And I can see that he was at this station down here and this red line would've been with traffic. So again, sorry about the squiggly blue line here. It would've taken you up this road past that traffic. What does that mean for you? It means why did he take a minute and 26 seconds longer to get to this call? So as the dispatch supervisors or the administrators or the chiefs or whoever's looking this data up can see, compared to your GPS replay, is that what he did? Is that accurate? Because when we talk about AVL and AVRR, we talk about a lot of factors. We talk about human decision making. Am I following the route that I'm supposed to be taking? I don't know if you guys do this, but I always question my GPS and I always lose. So, I don't know why it takes me the way it does, and I think I'm smarter than it and I run into a traffic jam, right?

So, there's that element that we can compare. There's elements of some captains and drivers might drive faster, that's a human element. And then there's some obviously decision-making skills that maybe somebody knew that this isn't updated and a crash just happened and we don't see that data and they take a different route. But all of this is trying to dynamically give you live information of how we can compare what the recommendations are doing. So, when you look at this data report in comparison with the actual CAD report here, right? Now again, this wasn't live, but this would show a total time of a minute and 26 seconds longer with traffic. And now we can visually see, before we couldn't. Before, we were treating everything as a perfect world with no traffic. And I think that's part of some of the discrepancies you guys were seeing, right? And a lot of fire departments, not just the Salt Lake Valley area, but a lot of people are asking for this type of enhancement for recommendations.

On a high level overview, Ivan, that is how we connect into CAD from the HERE. That's how it's used in an investigative tool. Did you want me to leave it back to you, or did you have questions you want to go over, or?

Ivan Whitaker:

From an operational standpoint, can you talk a little bit about how this impacts our recommendations on the floor, thinking from the dispatcher standpoint versus what we're seeing in here now?

Dan Boucher:

From the dispatcher standpoint, right? Again, there's a lot of rules going on in your system right now between station order first and AVRR, AVL recommendations. When I do audits on your guys' system, I can clearly see a lot of rules that are going on between the two. However, what it means operationally is that sometimes units might not get pulled that they think they should go on. Again, kind of my example before, I should have went to that and I should have been the first due unit there, but the system is only as strong as we make it, right?

If our street limits are off on our GIS data, it's going to be wrong. If the HERE data is not updated correctly and it's using an old data source, it could be wrong. So, when in a perfect world, and that's what we're aiming for in the public safety sector, is to get this all within the second dynamically updated as quickly as possible, right? Now, some of that is networking, some of that is third-party vendor lag or update and things, security measures. But Ivan, your question is it could present itself differently to the dispatchers depending on what they're used to seeing because of who it's recommended if you guys integrate with live traffic.

Ivan Whitaker:

So, the recommendations would be different based upon the live traffic of what they would typically or could possibly send. The fire chief requested me to bring HERE to do this demo and wanted to ask questions of them directly. Do you have any questions?

Korban Lee:

You kept using the phrase AVRR versus AVR, I don't know the difference between those two.

Ivan Whitaker:

HERE, would you like to describe the difference between AVL and AVRR?

Dan Boucher:

The difference between AVL and AVRR, they're very similar. AVRR is our routing street network. So AVL is as the crow flies. So, think of a map. If I draw a straight line over a map, it doesn't account turns or lakes or things like that. AVRR accounts for speed limits, left turns, right turns, blockages, things like that. When you hear the two terms, people use them synonymously, but AVL is the true as the crow flies and AVRR is I actually take into all your street data into account like limits, one ways, things like that.

Tyson Montoya:

How often is the data updated?

Dan Boucher:

It's updated about every two to three minutes.

Tyson Montoya:

And from what? What resources again? From Waze and?

Dan Boucher:

Yeah, HERE combines a bunch of different resources together like Google Maps, Apple Maps, Waze. It uses some open-source networking, and it compares them all to see how similar the data is. And then HERE puts their calculations together and that's how it calculates the roadway closure.

Ivan Whitaker:

Chief Middleton?

Joey Mittelman:

The base mapping underneath the HERE system is your guys' mapping, right?

Dan Boucher:

No, that's your mapping.

Joey Mittelman:

How often is that map updated? Or that would have to be updated by VECC is what you're saying?

Ivan Whitaker:

Yes. Matt.

Matt Schulz:

I can answer that question.

Joey Mittelman:

Yeah.

Matt Schulz:

It's updated every month.

Joey Mittelman:

Okay.

Matt Schulz:

We work with the recorders department and when there's a new development, they'll submit the addresses.

Joey Mittelman:

And that's what puts the pins on the map that he's describing as the right turns, left turns, but ultimately those are pins on a map.

Matt Schulz:

Yes, and we get the actual, they call them center lines within the GIS world, which is just a representation of a road. And they'll have all the information of what the address ranges are, and if it's either one way or both way direction. And that's what we use as part of the navigation of the AVR system.

John Evans:

You said you're taking into account left turns, right turns, red lights, stop signs. That's fine. Are you putting a penalty to it? Because the current system does not put a penalty to that. The other part of it is speed limits are one thing, but is there a way for your system to say in a ladder truck, "I can't do 45 miles an hour before the next red light. I can do 20." So, there's going to be some way you can put penalties on, which is not there now.

Dan Boucher:

So yes, we do have turn cost penalties already in the system, but no, it is not turned on. That is something we'd have to work with the admins to enhance, but it is there. We can put turn cost on. I don't know operationally why it's not on. I mean, it'd have to be tested because that also adds another complexity to things of how we want to make sure we're navigating that right. We can also put penalties on an apparatus, yes. We can make ladders slower. We can make engines quicker. We can make brush trucks even quicker than that. And also what is coming in the roadmap for Versaterm is putting different AVRR graphs on different unit types, meaning think of areas that have low bridges where a ladder truck can't get through, but an engine can, or a steep hill that a ladder can barely get up. We can now have different AVRR graphs that's coming in this next year's roadmap that will enhance those type of requests as well.

John Evans:

Is anybody using this system that's a multi-agency center that has more than one department? And anybody that's using the HERE system that you know of?

Dan Boucher:

No, HERE is brand new. This is a brand new interface. As far as AVRR, there's San Mateo where I come from, Phoenix and Mesa is probably one of the largest ones. And as far as on the way with multiple, I think it's upwards of 40-something cities that are using AVRR together. San Mateo, there are Aurora, Colorado, there's a

bunch of them, but yes, so we do have clients that are on the true AVL, AVRR style, but HERE is brand new, so nobody's live on this yet.

Ivan Whitaker:

I'd just like to state, because there was a lack of confidence in the AVL, this is the product that Versaterm has come up with, and I think that we as VECC have sparked this development so that's why no others will be on it yet.

John Evans:

Fine.

Ivan Whitaker:

Any more questions for HERE? I'd like to double back a bit. We probably do need to have an AVL discussion because I had a conversation with fire chiefs. Doesn't mean necessarily that's the direction that the board wants to go, so I want to make sure that we're all on the same page here with what we're doing. But again, follow through at the direction of the board to try to work with Versaterm to come up with a better solution, and this is the solution that they came up with.

Nathan Cherpeski:

If it's working, so UFA does our fire, but if it's working, it's got to be better than somebody's gut feel. If the other one wasn't working at all, I'd say let's try this for a while. I understand Chief's concerns, but it's got to be better than, "Well, I grew up here and I know how to get there."

John Evans:

I will say that's not the case with how it was before. It was proven that their system was not when we were using AVR on-

Nathan Cherpeski:

It was a step back.

John Evans:

That's why we went back to what we are.

Ivan Whitaker:

And just like the chiefs, I haven't gotten any complaints since we moved to what we're doing now that have been major concern. This would enhance what we're doing right now until there's a decision downstream to make a change in the future.

Korban Lee:

So, I'm a little confused. We were trying to go pure AVL, wasn't working, pulled back. We were going back to the zones or station-based dispatching. Now, what's proposed now that we do a hybrid of this AVRR that was shown to us, or go to the AVRR? Help me understand. Versaterm did all this work and now what?

Ivan Whitaker:

The proposal is to keep what we're doing now, but to ingrain this to where it will give us better information on what the recommendation should be in what we're doing right now. Based on that information, if we say in the future we need to do something differently, then we could make a request to the board with better data.

Nathan Cherpeski:

Operationally, are the drivers seeing this? Hey, you can get there in 2.31 if you do this turn. Are the drivers seeing that same map? Your fire?

Tyson Montoya:

We haven't implemented HERE-

Nathan Cherpeski:

If you implement it, that's the idea is everybody would be using the same thing.

Ivan Whitaker:

That and the recommendations may change in the dispatch center based upon that traffic piece saying, "Hey, this..." Yeah. So that enhancement, it's going to be great for us for a data perspective as well, but not to move into AVL only, or just to stay where we are right now.

Korban Lee:

Stay where we are right now, use this to compare, and then make a better-informed decision in the future.

Ivan Whitaker:

Exactly.

Korban Lee:

Okay.

Dom Burchett:

I think from my perspective, and I'm not in the ops group, but I think for me that the antenna is to get back to AVRR on the most critical calls. And I think that should be the feeling from this group because we're trying to get the closest unit to the most critical calls. We stepped away from that because of the limitations of Versaterm and the mapping wasn't sending always the closest calls. That wasn't across the valley, but in a couple of areas, that was a challenge.

And so, then we went to proximity, which is what you're calling station four, using that same technology. So, we're using that same technology that we're saying is not working to do this proximity dispatching. And so, I think HERE is going to help us get closer to AVRR, but I don't think that should just, in my opinion at least, I think we should still focus on getting back to AVRR on the most critical calls. So, if this bridge helps us get there, and we let this software come in and see what it does, and it starts working, then I think the focus and intent should be back to AVR in my opinion. And I don't know, John, if you have any other opinions on that, but I think-

John Evans:

No, we're not using the system. I mean, when you say you're using AVRR, they haven't turned on any of the penalties that this gentleman said they have. Nothing's in there. So, I mean, you're looking at it blind. Quite honestly, I mean, when we were in the old system, it affected my responses inside my own city, not even going outside. I wasn't sending the closest units in my own city. The other thing is I'd like to see it actually work instead of not be the first. Does it work somewhere? That's my opinion.

Dom Burchett:

So, I can speak from my responses. We track the response time very closely, and when we went to AVRR, our response times went down across our organization. So that's what globally I was looking at that as it was

working. There were one-offs here and there that it was sending the wrong unit for sure. And I'm just looking at UFA, but our response times went down. When we went to proximity, they climbed back up, and now it's kind of stabilized. But I'm really interested to see if HERE solves those issues with what we're dealing with.

Bruce Kartchner:

I think the question though is how do we test that?

Joey Mittelman:

That was going to be my suggestion because we had the opposite. Chief Burchett and I had talked about that. I had the opposite responses. Our times went up with this AVRR that I was tracking. And then we were comparing Dusty and I just on, "Hey, how are you pulling this? What is that data?" It would be really nice if our dispatch, how we're dispatching all of those codes lay out, you can get a baseline of where these times actually are on the same data system that you have. Then if you want to implement AVRR, then you have another baseline to compare. And then there are actual numbers. Because what we haven't had before is data, and it's tough to see this when we're pulling from different style data collections, and we're flying blind, so that's my thoughts.

Ivan Whitaker:

So that's where I come in, and the implementation of the new protocols where we can delineate down to the actual types of calls that you should know, we'll really start to see a positioning with what we're currently doing now of where units are, and how many units on the low acuity versus the high acuity, and really can start to take a deep dive in our conversations in the ops meetings of what's happening. So, I'm very excited about that opportunity to be able to present that data.

Dan Boucher:

Hey, Ivan, I want to just jump in. One more thing too, is that on top of the HERE data, and I know you guys have had your discussions on how things have gone in the past, but just case in point, we've also added probably 10 to 15 more recommendation features inside the system that has nothing to do with HERE that also allow you to be more granular with the recommendations and closest unit as well. All your if otherwises, all your recommendation bubbles, things like that. So just keep that in mind too, because probably when you guys were doing this a while ago before you made this change, you didn't have any of that.

Dom Burchett:

I was just going to say, to Joey's point, the data's hard to understand because we've made so many changes to the system. And in my opinion, we're about 95% there with getting it right. And we want to get as close to right as possible, but we spent so much time on that 5% that we keep going backwards. So, I would love to commit to trying this, testing it, seeing if it works without making any other changes so we can get the baseline data that Joey's asking for and see how it does.

John Evans:

You said you want to compare if you put HERE into what it is. I don't think you just got to compare that. I think you're going to have to turn on every one of the other things that are in there, which is going to take time. The turns, the red lights, the islands, putting penalties on it, speed limits. Because I think just putting the HERE over what we have now, that's not going to give you a true picture. That won't give you a true picture.

Ivan Whitaker:

Matt, you have any thoughts, or?

Matt Schulz:

Thoughts? I mean, I think right now, basing on what I saw, because I had a meeting with Versaterm about HERE, and it seems like it would enhance what we have right now. Basing off implementing it, we can see we'll give us a new set of data and see if we do get improved times basing adding that HERE product. And from there, we could actually evaluate, is it improved from what we had before, or is it better what we have here? And HERE works well. I think we should think about the next stage and maybe proceed more to the AVL system, AVRR system, because we have got this new set of data. Maybe we can start doing those recommendations that Chief Evans says. We start penalizing the unit types. If the ladder needs to be slow, we have left turn penalties, we make islands, we start enhancing more of our data. And I think that would help us get us closer to that 5% that we're missing. But at least we have stages of data sets like-

Ivan Whitaker:

And Matt's value in this conversation, he was one of the brains behind what we're doing now with solutions, so he's ingrained in all of this. Dan, good demo, man. Thank you so much, we appreciate it.

Dan Boucher:

Yep, you're welcome.

Ivan Whitaker:

All right. Any more questions on that front? And my question would be, "Board, do you all agree with the strategy that we talked about here moving forward with what we're doing now and our response system and then putting HERE on top of that?" There is a financial portion to that, so the cost to it is about \$21,000. So, we would need to talk through that. Is it something that we add to the assessment next fiscal? There's things that, I'm working through Versaterm with on as well. I do have the quote, but the cost is \$21,000 annually.

Bruce Kartchner:

Going back to the earlier question on the baseline, do we have enough data right now with how we've been doing it to have that dataset to compare against the implementation of the HERE?

Ivan Whitaker:

Yes.

Korban Lee:

So, it'll cost \$21,000 a year to turn on HERE, not use it fully, but use it enough to be able to run it to be able to compare how it's working to how we're operating currently. Am I understanding that right?

Ivan Whitaker:

Is that correct, Caleb?

Caleb Jensen:

Yes.

Tyson Montoya:

How long would it take to compare the two datasets?

Caleb Jensen:

You can turn it on in your cloud test environment, so you could test it there before production. Having that HERE integration.

Tyson Montoya:

And to get real data to verify how well it's working, how long would that?

Ivan Whitaker:

When you talk about length of time, you're comparing year over year, month over month, right? So, you want to have some seasonal data as well. If you're just comparing data, it depends upon how granular and good we want to get, usually, if we're contesting something like this, at least a quarter, so you have a few months of data.

Nathan Cherpeski:

What do you need from the board?

Ivan Whitaker:

So, we would apply that 21K to the assessment and we work through Tyson on that. Thanks, Dan, Matt, Caleb.

FINANCIAL REPORTING FOR JUNE AND JULY

Ivan Whitaker:

Sharing the screen again. Financial reporting, Tyson.

Tyson Montoya:

Can you guys see that okay?

Ivan Whitaker:

Yes.

Tyson Montoya:

This first report, we're going to go through fiscal year '26. Our auditors were here the week of July 13th. They were here for a couple of days. They're planning to come back to the board meeting and do their presentation in September. We finished the year at just over 25 million in operating revenue, which is about 106% of budget. A large majority of that variance is from the \$400,000 that we received from the special assessment from the operations floor back in December. And then we had our eTax revenue was about \$400,000 over more than what we budgeted. That worked, obviously, in our favor for revenues. Our operating expense, we finished right at budgetary target about 99%, or at 23.6 million, leaving us with our operating surplus of 1.68 million. And then our net profit after the non-cash expenses, we finished at just over \$375,000, which is, if you compare it to last year, a fantastic year for us.

On personnel expense, I'll briefly touch on each of the main categories. Our personnel expense, we finished at just over 17 million or 96% of budget. Our admin and operations cost, we were at 110% of budget. We're at 6.47 million. We had a couple of areas in administration and operations that went slightly over budget. We're going to watch those very closely this year to make sure that we stay in budgetary line this year. And then our ending cash balance was at 4.3 million.

If you can scroll down just to the fund balance. Well, actually, the next report is the one that you guys have always seen, and it just outlines the year-to-date actual versus the budget. Total revenue was at 106. Our personnel cost was at 96%. Our admin and operations was 110, and then obviously we finished it right at our budgetary number on expense.

The next slide is our cash, our ending cash position. We did open up a second PTIF account for the \$400,000 that we received. That's in the PTIF 866 account, under reserve. You can see we finished at just under 4.3 million with all three accounts as of 6/30. The next slide is going to show our fund balance percent as ratio to personnel cost. This is taken directly from our GL of the 630. So that 3.77 million figures, our GL balance. We take out the year-end adjustments. After those, we finished about 3.4 million, which represents about 18% of our fiscal year '27 budgetary number. You can see we finished very, very strong and we're going to have some equity this year, which is great. It's something that we worked really hard for this year. Check register for June. Nothing out of the ordinary in there. Some year-end items, but just kind of our run of the mill stuff.

The next slide, this is our fiscal year '27 July report. We should be at 80.3% of our budgetary estimate. Our total revenues are just over \$8 million, which represent about 32%. Our total operating expense is 3.1 million, which represents about 13% of our budgetary estimate. And then our net operating revenues is at 4.9 million. As you guys know, we get our revenue July and January, so we're really revenue heavy in the early months and then after the end of the year. This budget to actual scorecard, really just outlining our revenue to budget by each individual category.

The next slide is our revenue performance. Just outlining briefly what I talked about earlier. And then our expense performance, which is one we want to spend a little bit of time on. You can see our personnel costs are just over a million dollars, our 5% budgetary estimate. Our admin and operations is just over two million, bringing our total operating through the end of July to 3.1 million, which is about 13% of our budgetary estimate.

So, we're starting the year off really on par with how we started last fiscal year. Nothing unusual. If you want to go to that check register highlights, I did outline a couple of the higher expenses, obviously the Versatarm and then we had an internal cash transfer from our Wells Fargo to our PTIF account, our payroll, our monthly SelectHealth. Then we had our technical service lease bill that we paid in July as well. This here is the July report that you guys are used to seeing. We've already talked about the numbers there. You guys have any questions on our June year-end or July?

Bruce Kartchner:

With the June year, year-end, the reserves exceed what we had set as our normal amount that we expected it to be by double. What's your intent with respect to that?

Tyson Montoya:

If you recall, back in March, we came forward and asked for a revision to do some capital additions. The intent was to use that money and draw it down so we wouldn't have in excess. But right now, we're just using it in the PTIF account. We have a budget revision that we brought to the board to do three different capital projects. So, we're planning to use some of our retained earnings for fiscal year '26, set those aside, put them in as a budget item, and it will help with maintaining our facility and really the things that we have up there, the RTUs, the parking lot, and finishing the ballistic are really key things that we've needed to do for quite some time. They were positioned to be done in fiscal year '28, so we're just going to ask to do them this year instead of next year. And obviously there's going to be no assessment increase. We're going to use our retained earning balance and just move that into our budget line item.

Ivan Whitaker:

Any questions? Next. Go ahead, Korban, I'm sorry.

Korban Lee:

I remember you brought forward, "Hey, can we use some of these reserves or these anticipated reserves at the end of the fiscal year?" And the board said, "No, wait, get into the new fiscal year and then do it. Let's not do it right at the end of the fiscal year." So that's what you're doing. Thank you. Will you remind me, what are RTUs for the HVAC system? I don't remember what RTUs are.

Brice Rawlings:

Rooftop units. We have three on the prime site, one on our maintenance building. They're all 26 years or older.

Tyson Montoya:

They're all original. They all use freon as well, which is expensive to upkeep.

Dom Burchett:

Can I ask on that HERE software, I heard you say you were going to come back to a member assessment instead of using some of that reserve for this year? It's only \$21,000, but you're going to come ask for more money.

Tyson Montoya:

I'm not going to ask for more money this year.

Tyson Montoya:

We have some tow revenues that are going to start coming in, in January. So maybe we earmark some of that for that instead of passing that on to you. And then we will put that expense into the '28 budget.

Nathan Cherpeski:

So, it sounds like for this next budget year, we need to figure out the correct assessment levels all the way around. But I remember the same as Korban, we were going to do this. And as much as we have there, if we have to pay the \$21,000 now, I would suggest using it out of here and then let's talk about it's ongoing in the other assessments.

Tyson Montoya:

Yeah, I agree.

Nathan Cherpeski:

That's just my opinion at this point. So, we're not coming back in and trying to assess-

Tyson Montoya:

I'm not going to come ask for more money this year.

Bruce Kartchner:

But you are going to need a budget adjustment for the cost side, correct?

Tyson Montoya:

Regarding the capital improvements, I'm just going to move out of retained earnings.

Bruce Kartchner:

But that's a cost item. Normally you would need to do a budget adjustment if you're changing cost. Retained earnings is not a cost.

Tyson Montoya:

Well, I'm going to move it out of our reserves and add in the same amount into expense for the FY27 budget.

Tyson Montoya:

I show this in the capital item on that P&L. You probably can't see it on that. Here, I'll show you.

Bruce Kartchner:

Could you make it just a little bit smaller?

Ivan Whitaker:

I've been trying to figure it out. Yeah.

Bruce Kartchner:

So, you're treating it as just one of the equipment expenses?

Tyson Montoya:

Yes.

Bruce Kartchner:

Is the equipment for all of the computer equipment and stuff like that, or is that different equipment than that equipment?

Tyson Montoya:

That'll be different. That's a different thing altogether. It's the items that I highlighted in yellow.

Nathan Cherpeski:

Your suggestion, we just do a formal budget amendment to do this? Is that what you're-

Bruce Kartchner:

Normally when you're changing expenses, you would do a budget adjustment. You're not changing the revenues, you're not assessing anymore, but you're making sure that the budgeted amounts are spent where you said that they were going to be spent.

Nathan Cherpeski:

I guess that would be my experience as well. So, I know we've kind of done it differently here sometimes.

Tyson Montoya:

Yes, and we have the quotes from the three different vendors that we're going to be using, so...

Bruce Kartchner:

I would also, based upon, we just went through a process of buying a new server, and I would keep your eye on your computer costs for this coming year because if you can get them-

Nathan Cherpeski:

Oh yeah, the memory's outrageous.

Bruce Kartchner:

They're going crazy right now. We can't get SSDs, we're going to have to go with old spindles to drive it. That just seems silly, but that's where we're at.

Korban Lee:

Sorry, I'm a little unclear on what you're saying, Tyson, because I think I agree with Bruce. We have today a resolution to approve a budget amendment for \$263K for the three facility items. We talked about HERE costing \$21,000 a year. There's some debate whether we're going to run it side by side to get a full year's data

or some shortened version. I was assuming that we would need to do a budget amendment for that. If you're going to use reserves for the \$21,000, you'll have to do a budget amendment, take it out of reserves, and then count it as at cost.

Bruce Kartchner:

And that's why he was saying he was just going to basically offset the equipment cost, reduce it. So, he's reducing one, but I'm still saying let's formalize it.

Nathan Cherpeski:

Yeah, it doesn't have to be today, but if you bring it back the next meeting.

Korban Lee:

Yeah, I would support bringing it back rather than shorten your equipment line items. But it gives you a month to work with Versaterra and the fire board to say, "How long do you think you need to run HERE side by side?"

Ivan Whitaker:

So, Korban, are you just talking about the 21K?

Korban Lee:

I'm just talking about the \$21K. I'm supportive of the \$263K. Let's take care of that.

Nathan Cherpeski:

And that's on for today, right? That's on for today. Let's take care of that. I think we do that and then you just bring a different one back.

Ivan Whitaker:

Got it. Okay.

Tyson Montoya:

Well, I appreciate you guys. Thank you.

Bruce Kartchner:

That's what we're after.

RESOLUTION TO APPROVE EXECUTIVE DIRECTOR CONTRACT AGREEMENT

Ivan Whitaker:

So, Korban, is this a vote?

Korban Lee:

Are we on that agenda item?

Ivan Whitaker:

We are. Yeah.

Korban Lee:

So sure. I'll make a motion to approve resolution 2027-01, resolution of the board of trustees amending the fiscal year 2027 budget to take \$260,000 out of our reserves for the anticipated cost of the noted facility improvements in our packet. Specifically, the HVAC, the parking lot, and the ballistic safety installation.

Nathan Cherpeski:

Second.

Tyson Montoya:

We need to do a roll call.

Rachel Nipper:

Mr. Lee, West Jordan?

Korban Lee:

Yes.

Rachel Nipper:

Mr. Sorenson, Murray?

Mr. Sorenson:

Yes.

Rachel Nipper:

Mr. Lewis, South Jordan?

Mr. Lewis:

Yes.

Rachel Nipper:

Mr. Cherpeski, Harriman?

Nathan Cherpeski:

Yes.

Rachel Nipper:

Mr. Kartchner, Bluffdale?

Bruce Kartchner:

Yes.

Rachel Nipper:

Mr. Gerber, Cottonwood Heights?

Mr. Gerber:

Yes.

Rachel Nipper:

Chief Burchett, UFA?

Dom Burchett:

Yes.

Rachel Nipper:

Undersheriff Archuleta, Salt Lake County?

Undersheriff Archuleta:

Yes.

Rachel Nipper:

Chief Evans, West Valley City.

John Evans:

Yes.

Rachel Nipper:

Chief Anjewierden, UPD?

Dwayne Anjewierden:

Yes.

Rachel Nipper:

That is everyone who is here.

Motion –

. . . by Mr. Korban Lee, to approve Resolution 2027-01, A resolution of the Board of Trustees Amending the fiscal year 2027 budget, the motion was seconded by Mr. Nathan Cherpeski; the motion carried unanimously.

Ivan Whitaker:

All right. So, is there any reason to reopen the public meeting portion?

Nathan Cherpeski:

We didn't do a closed session, so...

Bruce Kartchner:

Yeah, we didn't do a closed session.

Tyson Montoya:

Some of you guys have been getting an email from me on the service district. If you guys have your cert already done, can you send it to me? A lot of you have already done it or do it through your own municipality. If you could send those to me, our auditors are asking for them.

Nathan Cherpeski:

It's not really a special service district. I think it's just the local government one.

Tyson Montoya:

You can do-

Nathan Cherpeski:

There's two different ones.

Bruce Kartchner:

Or you can do the municipal one.

Tyson Montoya:

Yeah. They're not testing the public hearing this year, they're testing-

Bruce Kartchner:

So, what you're saying is that when you did you're self-assessing-

Tyson Montoya:

I put-

Bruce Kartchner:

You put, yes, we all had it.

Tyson Montoya:

Yes.

Bruce Kartchner:

You wanted that 20 points.

Tyson Montoya:

So yes, if you guys can send it to me, that would be great.

Bruce Kartchner:

I took it just for you.

Tyson Montoya:

I know. I showed you guys.

Dustin Lewis:

If you log into the state, they should have your certificates.

MOTION TO ADJOURN

Ivan Whitaker:

All right. Next board meeting, September the 16th, that will be a remote one. Can we get a motion to adjourn?

Korban Lee:

So moved.

Nathan Cherpeski:

Second.

Ivan Whitaker:

Thanks everybody.

Motion –

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

The meeting adjourned at 3:38 p.m.