SALT LAKE VALLEY EMERGENCY COMMUNICATIONS CENTER

BOARD OF TRUSTEES MEETING

September 16, 2026 Meeting Minutes

MEMBERS PRESENT:	Mr. Scott Harrington – Taylorsville, Chair Mr. Kevin Hicks – Riverton Mr. Korban Lee – West Jordan Mr. Mike Barker – Draper Mr. Kim Sorenson – Murray Mr. Dustin Lewis – South Jordan Mr. Josh Collins – South Salt Lake Mr. Bruce Kartchner – Bluffdale Mr. Jared Gerber – Cottonwood Heights Mr. Wade Russell – UFA Ms. Cynthia Archuleta – SLCo Mr. John Evans – West Valley City Mr. Dwayne Anjewierden – UPD
MEMBERS ABSENT:	Mr. Nathan Cherpeski – Herriman 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 Mr. Brice Rawlings – VECC Facility Maintenance Manager Mr. Bill Alvarado – VECC HR Manager Ms. Rachel Nipper – VECC Ms. Nicole Lopez – VECC Ms. Ambir Widdison – VECC Ms. Tammy Cornelison – VECC Mr. Mark Lewis – VECC Mr. Matt Schulz – VECC Mr. Jeremy Robertson – WJPD Mr. Joey Mittelman – MFD Mr. Terry Addison – SSLFD Mr. Matt Evans – BFD Mr. Dustin Dern – UFA Mr. Jeff Carr – SJPD Mr. Shane Taylor – RVPD Mr. Marcus Arbuckle – Keddington & Christensen LLC Mr. Gary Davis

The meeting was called to order by Scott Harrington at 2:00 p.m.

Scott Harrington:

We do have a quorum online so we will call the meeting to order. Now review and consideration approval of the August 19th, 2026 board minutes. Does anybody have any questions or comments on those?

Dustin Lewis:

I had one comment. This is Dustin. There's just a typo in the spelling of my name on the list of attendees.

Scott Harrington:

Well, that's an important thing, so we'll get that corrected.

Dustin Lewis:

Thank you. Other than that, I'm fine.

Scott Harrington:

Okay. Do I have a motion to accept?

Kevin Hicks:

So moved. This is Kevin Hicks.

Scott Harrington:

All right. Do I have a second?

Josh Collins:

Second. This is Josh.

Scott Harrington:

Thank you, Josh. All in favor?

Members:

Aye.

Scott Harrington:
Any opposed? So, seeing none opposed, motion passes.

Motion –
. . . by Mr. Kevin Hicks, to approve the minutes from the August 19, 2026 meeting, the motion was seconded by Mr. Josh Collins; the motion carried unanimously.

PUBLIC COMMENTS

Scott Harrington:

Public comments. Seeing no public, I don't believe. Is anybody online that wants to make comments? Seeing none, we'll move on.

SLVECC FY26 AUDIT PRESENTATION AND DISCUSSION

Scott Harrington:

Financial Year 26 Audit Presentation. I guess this is Tyson and Marcus Arbuckle. Tyson, the floor is yours.

Tyson Montoya:

Do you want me to start or do you?

Marcus Arbuckle:

Yes, we can talk about the audit.

Tyson Montoya:

If you want to start, that'd be great.

Marcus Arbuckle:

All right. Well, I'm Marcus Arbuckle with Keddington and Christensen. I'd like to thank the board for the opportunity to audit Salt Lake VECC. As part of your responsibility as board members, you oversee the financial reporting process of the entity, and management is responsible for the financial statements. An audit does not relieve governance or management of those responsibilities. So as auditors, we plan and perform an audit in accordance with generally accepted auditing standards and government auditing standards, and then we issue some reports and opinions that go with the audit.

And so that's mostly what I wanted to talk about today are those opinions. The first is our independent auditor's opinion, and it's on page one of the financial statements. We've given a clean or unmodified opinion on the financial statements, so we feel that based on the testing, the audit that we've done, that these financial statements are accurate, they're free and material in this statement. The second part of this audit deals with the government accounting standards, and it's over in the supplemental report, but there's a report on the internal controls. For government audits, you don't give an opinion on the internal controls, but you analyze internal controls that are directly related to the financial reporting process. And so, we're looking at your controls related to cash receiving, cash disbursements, the payroll process, and then the overall financial close process. And in analyzing those processes, we feel the controls are adequate.

We feel that not one person can take a transaction from start to finish. There are checks and balances, there's reconciliations, there's mitigating controls, there's separate people looking over and reviewing and analyzing things. So, we felt that the controls were adequate, so we do not have a finding related to the internal controls. We feel that you do a good job with that.

The third report that we issue is also in the supplemental report, but it's a report on state compliance that every year the state auditor's office comes out with a state compliance guide, and then we're required to go through and make sure the entities are in compliance with what the state auditor asks us to look at. And this year we looked at budgetary compliance, fund balance compliance. We looked at the fraud risk assessment. We looked at the requirements for component units and then the crime insurance and for public treasurers to make sure that that was adequate.

Based on our testing, we do not have any findings. We feel that Salt Lake VECC's in compliance with all their requirements for those areas. Any questions about those reports or opinions? During the audit, we didn't have any significant difficulties. There are no uncorrected misstatements. We didn't have any disagreements with management. We feel that the accounting policies and estimates are good. I mean, in footnote one, that outlines all the accounting policies that are followed. There are no uncorrected misstatements. We take fraud procedures very seriously. We ask questions to staff, to board members. We have meetings as auditors. We do journal entry testing, and we didn't find any instance of fraud or waste or abuse or that type of thing. So overall, I mean, the audit went well. It's not very often that we're presenting an audit this soon, so thank Tyson and his staff. I mean, they do a good job of getting ready for the audit.

I mean, there's a lot that goes into that. They were able to answer all our questions and get us all the documentation that we needed very quickly, and so we're able to wrap this up, what, a month early compared to last year. So, thank him and all the hard work that he does. He does a great job. Any questions at all? That's really all I had.

Scott Harrington:

So, no findings at all?

Marcus Arbuckle:

Right, right. So, you did a great job.

Scott Harrington:

Anybody have questions for Marcus or Tyson?

Ivan Whitaker:

Great job, Tyson. Thank you, Marcus.

Scott Harrington:

All right. Thank you, Tyson. I know that's a lot of work and so I appreciate it.

OPERATIONS BOARD REPORTS

Scott Harrington:

Let’s move on to the next item then. Thank you. Next to us, Police Operations Advisory Board, Chief Robertson.

Jeremy Robertson:

We discussed the implementation of TowPro coordinated with Commander Olivos. Talked about a couple of those issues, but at West Jordan we implemented this by ourselves a couple of years ago, and it was a big project, and it was a lot for them to take this on to coordinate this throughout all of the public agencies. So, we just want to recognize both Commanders Olivos and Widdison for their efforts to get that up and going. I think that the addition is going to bring some benefits to all the agencies. We discussed the mental health response. We've been working on trying to reduce the amount of mental health calls that officers go on that maybe could be diverted in other places for several years. There's a task force in place to try and address some of those issues. We received a report from Commander Widdison identifying how we're doing so far.

It was reported that about 7,100 calls were identified as mental health calls. Only 68 of those were transferred to a crisis line, which is not where we were hoping to get to. Of those 68 calls, 80% of those were able to be resolved by phone with the remainder either requiring a response or a police response. The police response was only 1% of those.

Scott Harrington:

Wow.

Jeremy Robertson:

So, of the calls that are getting diverted, that's the percentage that we're hoping to get to. So, moving forward, dispatchers will receive some training on how to direct those calls.

Scott Harrington:

Is there a big difference between dispatchers finding out that information to put it over to a different place, or is that something that is basically not that much additional time?

Jeremy Robertson:

I think it takes training to recognize when those calls are appropriate to go over. Obviously, any calls involving violence or suicidal ideations or weapons, those are for the police, so we want to make sure that those continue to go on.

Tyson Montoya:

So those metrics, forgive me if you've already stated this, when did they start? Is that as of January or is that-

Scott Harrington:

That was a month, wasn't it?

Korban Lee:

7,100 calls over what timeframe? Is that what you're-

Joey Mittelman:

Annual basis is my understanding.

Ambir Widdison:

January 1st to August 16th.

Scott Harrington:

Oh, okay. So more or less.

Korban Lee:

That's to date this calendar year.

Ivan Whitaker:

We have an internal VECC protocol issue, and so one of the challenges in most agencies is mental health they haven't evolved protocol-wise. So, we're working on that through the new medical protocols that we're implementing to better identify it. That way it will let them know by coding that this call needs to be transferred over to MCOT.

Dwayne Anjewierden:

And how are those coming in? Are those through the non-emergency line for the most part, or is that something that-

Ivan Whitaker:

Mostly 911.

Dwayne Anjewierden:

The 911.

Korban Lee:

I don't know if it's a question for Chief or Ambir, Ivan. So right now we're transferring about 1% out of them, just under 1% of them get transferred. What would you expect? 50% of them, 20% of them?

Ivan Whitaker:

So Chief was correct, 80% should be handled. The majority of those calls, MCOT can be on them even if there needs to be a law enforcement field response, because they're varying things that they can assess even before the responders get there to make some determinations. So really, Ambir would say 100%.

Korban Lee:

So it's not an either/or. It's not a either MCOT or law enforcement. It could be both.

Ivan Whitaker:

It could be both in that other 20%-

Korban Lee:

Co-response. Okay.

Jeremy Robertson:

Sorry. The user's committee is going to determine agency specific notification preferences. They're also examining one of the issues is that MCOT is housed on the north end of the valley, and there's even slower or non-existent response on the south end. So, they're looking at funding options or additional mental health resources that we can get towards the south end of the valley.

Scott Harrington:

Is MCOT a public agency or is it privately funded?

Jeremy Robertson:

State.

Scott Harrington:

The State. Okay.

Jeremy Robertson:

And I think that their resources would be beneficial for us. And then as the AI model comes in it may help direct some calls that come in on the non-emergency lines. So, we're working on setting that up with the appropriate triggers.

Joey Mittelman:

I asked Ambir a side question that I think is probably helpful for the group. I just asked her, how prepared is MCOT to take this load on? She said she's been preparing them for two years. I know that's something that we have talked on the sidelines as fire chiefs that probably you guys should be aware of as well. And I won't report that.

Ivan Whitaker:

Yes, and then one of the benefits of course is reduced response, but a bigger benefit is hopefully, and so I don't know the number, but the lack of potential escalations of people going to the wrong place in jail when they could have gotten help from MCOT, because MCOT's trained on handling those situations and deescalating.

Korban Lee:

Chief, is this all positive from the law enforcement side? Does it affect your response? Is there times you don't want dispatching co-responding with MCOT or sending those calls to MCOT?

Jeremy Robertson:

No, I think diversion is our preference unless they're one of the identified reasons why an officer needs to respond. A lot of times we go and we either escalate the situation and then officers too have to discern whether this is criminal investigation, which they have more authority on or just a mental health with no crimes committed so my preference would be that it gets diverted.

Dwayne Anjewierden:

And our other recommendation is what he's already talked about. If we're responding in West Jordan for instance, and they're coming from a long way away as a co-response, you're just sitting there waiting, or you're introducing yourself to the nice people waiting for an MCOT response. So, the timing, it could lengthen the call depending on how that works, if that makes sense.

Scott Harrington:

Thank you.

Jeremy Robertson:

We also talked about CARFAX, just an update on that project. As a reminder, that's a program that would allow for non-reportable accidents, those under $2,500 to be handled by citizens without officers being involved. Right now, privacy and data sharing is a big issue, if you haven't been involved in that, but that's where we're at, just making sure that the data privacy issue is involved in.

Ivan Whitaker:

I'm working through the chief privacy officer, state chief privacy officer on that.

Jeremy Robertson:

Then last thing is we're all experiencing some complaints about non-emergency calls going unanswered for a long time. We received a report from Director Whitaker explaining where we're at on hiring, and the hope that with the addition of 18 or so new recruits that are coming on board soon and the AI answering service, that those complaints will be alleviated soon. So, I understand what's causing that and appreciate the 911 caller getting answered within the parameters.

Scott Harrington:

Thank you, Chief. All right. Any questions? Any other questions for him? All right, let's move on to the fire operations board report. Chief Mittelman.

Joey Mittelman:

Same thing on the mental health protocols and thank you for working with us on that. We do plan to discuss that more at the combined meeting to make sure we're completely on the same page. Our combined meeting is next month.

We did have some great learning discussions on Mayday announcements, which a mayday announcements on a fire that a firefighter goes down or something critical happens on the incident and they holler that out. We had a mayday on the Union Park fire in Midvale, and one of the things is that it was such a large fire it was on multiple channels. So, the key thing that you guys can pick up is we're learning from our lessons on just making sure that our dispatcher and our commander, that's being communicated on all channels, and then our rescue operations will be able to take place efficiently. So, it was great. Lessons learned when we found holes. We don't exactly have a lot of large fires like that all the time, so these are things that we expect to find, and that's why we're doing such in-depth reviews on them. Same thing on working fires.

Dispatching of water districts and then just bumping up our pressures. I told them I would take on locating or contacting our water districts to get them dispatched out on the fires, because when you have a large fire like

that, we can drain a water system fairly quickly. The challenge of that is, as you guys know, and I'll just speak of Murray for an easy example, you'll be driving down a road and one old farm road will have Salt Lake City water on it, and it's completely surrounded by Murray water, but cognitively it doesn't make any sense. And so these guys are put in a really rough situation like, "Hey, that's not our water." And they're just like, "Would you please send somebody?" And so, we're going to work on that to make sure that somebody is working. But so far what I found out, if you guys are talking with your locales that have your water districts, Jordan Valley and Salt Lake City are the two big players in it.

It's getting them to really come together and say, "We just need somebody to look at a map, and it might be even one person from both water districts needs to come out, because maybe we're pulling from two different hydrants on two different systems." And their response is critical for our success, getting the proper flows.

Scott Harrington:

How quick would you want them to respond?

Joey Mittelman:

Within 20 to 30 minutes of that request would be sufficient. If they're on scene and adjusting within an hour, that would be acceptable, but optimal would be that 20 to 30 minutes because that's when we're flowing big water on a big fire.

Scott Harrington:

Right.

Korban Lee:

Sorry, Chief, you're talking about Jordan Valley and Salt Lake Metro. Those are the wholesalers. Don't you need the operator? Don't you need the local operators from the retailers?

Scott Harrington:

Kearns Improvement District, Granger-Hunter.

Korban Lee:

Taylorsville-Bennion, Kearns Improvement, Granger-Hunter.

Scott Harrington:

They're the ones that are really operating.

Korban Lee:

Yeah, it's the local operators. Isn't that who you would need? And then they would adjust from the wholesalers if needed.

Joey Mittelman:

I got to say our expertise in this is on the minimal level. I am an expert in how Murray operates, which is a little bit different, but we do have five districts, water districts within Murray City. I think you're onto something that you've just kind of enlightened me on. I'm thinking Jordan Valley water is just one person, but you're telling me there's five different operators that then do installs and then water pressure.

Scott Harrington:

Yeah, Jordan Valley's more or less the wholesaler that sells to the individual improvement districts.

Joey Mittelman:

So I asked if there was a meeting today in our water, Aaron Frisk, our department manager there, and he said they don't have a meeting per se that all the fire chiefs get together, water folks aren't like that. And so I've ran into a challenge on that so far. If you guys have any suggestions, I'd love to do that, but maybe it's... I told them if I have to go one by one, then that's fine. We'll go one by one.

We don't want the building or the operations to suffer due to them not being aware of needing pressures to be boosted. Our easy example is when we had our wagon master fire up across the street from the cemetery, the haunted house fire, Murray water came on and we had boosted pressures within 30 minutes, and we had four aerial apparatus. There was no fire. What we learned on the Union Park Fire, and we knew this going into it, is when you'd set up one aerial and you'd be flowing a thousand gallons a minute, this area would pull up and then you'd just have two 600 streams, not a thousand and a thousand, and then your nozzles change.

So it's an in-depth operations system that if we can just get those pressures boosted, which lines are capable, we're getting them there. So I will definitely continue to work on that with them.

Scott Harrington:

I've got a few contacts probably for you that could help you out.

Joey Mittelman:

That'd be great.

Korban Lee:

Yeah. I mean, I feel like VECC needs to know who the water agencies are, so when there's a five-alarm fire, they're dispatching the water agency along with the fire departments so a water operator is present. On that Union Park Fire, that one's interesting because that's kind of right on the border of a couple of systems, I would guess.

Ambir Widdison:

So we have a map at the dispatch center and it gives us which water district covers which agency or which location on the map. The problem is that when we call, a lot of times they're saying, "Oh, that one's not ours." And so I don't know if the map is just not up to date or if there's been some changes that we haven't been made aware of, but we get a lot of that back and forth. Contact this agency, contact this water department. And so we even break it down to the canal system. So we have a significant amount of information. I just don't know that it's up-to-date and valid.

Joey Mittelman:

This was one of my ideas, but it sounds like it might not... I was hoping to propose the idea of kind of like a comms chief within the water. Bottom line, when we have a working fire, that person gets notified, looks at the location and says, "All right, let's send one, two, and three or just one or just two." Depending upon the location, that water individual that could be on call could make that call. But then it's not a question if it's there, they're going to send somebody out, and if it's a duplicated system, like I'm talking of a farm road, then they just send one from both water distributors or controllers or the name of that. Sorry, I apologize.

Scott Harrington:

No, you're fine.

Dwayne Anjewierden:

You're suggesting the people that actually understand the system to make a decision.

Korban Lee:

Right. That's the challenge. I don't know that there's one or two people that know where those lines are all drawn, right? Sometimes.

Scott Harrington:

If it's in the middle of the system, it's easy. But like you say, even then there's anomalies.

Korban Lee:

Right. This one hydrant could be on a completely different water system than another hydrant and they're on the same street. Sometimes that occurs.

Joey Mittelman:

I have a couple other crazy ideas in my head that I'll spare you guys for other... We can have all GIS maps into somebody that's in command at the fire end, and then we can just, if we get a bank of phone numbers, the BC that's over that, just call. But then I got to push out valley-wide training to have those folks. I understand as far as when I have all of Murray's maps similar to you guys, but I have it down to the hydrant. I know which hydrant goes to which water district. I don't always get equal reception when I was in the fire marshal role, and maybe we're doing a planning thing. Some water districts are more difficult to contact and get answers than others.

Scott Harrington:

Yeah, for sure.

Dwayne Anjewierden:

We have a hydrant on our MDT, a hydrant layer on our MDT maps, right?

Joey Mittelman:

Yeah.

Dwayne Anjewierden:

Is that something that we can go and look at?

Joey Mittelman:

It just doesn't justify the-

Dwayne Anjewierden:

Put another layer on it, that's what I'm saying to specify the districts. Now your IC that's sitting there looking to say clearly we're in this grid.

Joey Mittelman:

That's a great idea for... That would be easy to pull up. We would have to specify coloring or some sort of a nomenclature or when you click on the hydrant, then it pops up information. That's what my map in Murray does for me. So we'll look into that. Thanks for the ideas, but that's definitely something we're going to work on and focus on. Just a side note over here, tie in the folks that we need to. Other items, GIS sub-zones, we've kind of pulled those back and just went to main zones. And Ambir, correct me if I'm wrong on any of this, and that just goes with where we're being dispatched on how we're stationed first right now rather than AVL. And that ties into where we had later discussed the AVL and the HERE system, H-E-R-E. Our recommendation as fire chiefs is we have enough going on.

I think this is a duplication of last month's meeting by the way, but we want to maintain, get all of our dispatch codes taken care of, all of the programming, and then we'll tie in more. We had a great briefing from... Tell me, is it the gentleman's-

Ivan Whitaker:

Dan with Versaterm.

Joey Mittelman:

Dan with Versaterm. It was very informative, very welcomed, and we were grateful for his information, and he has a lot of good ideas that he's kind of outside coming in and sounds like he knows a lot of options for us to have, so we are grateful to have him. Other systems is, let's see, talked about medical protocols. I think Ivan will hit on that a little bit, and I'll let him focus on that. And then the Peregrine dashboard, the data, same thing. I think Ivan will have a little bit more on that for you, so I won't steal his thunder. And then he is also, we talked about his consortium agreement that's from 1988, and he'll hit on that. We are thumbs up, and we will make sure that that goes through our city officials as appropriate to get those signed ASAP as he releases that out. And he's aware that we'll be a couple of cycles to roll those in through our signer abilities.

Ivan Whitaker:

The updated agreement is old.

Joey Mittelman:

So that's it.

Scott Harrington:

All right. Thank you. Any questions for Chief? All right. Thank you so much.

AWARDS AND RECOGNITION

Scott Harrington:

Awards and recognition, Ivan.

Ivan Whitaker:

So, we supplemented that. We're going to do something a little bit different today. The board talked to me some months ago about coming in and showing data, and educating the board on the data elements that we need to be looking at and our journey and what we're moving forward with, what we should be thinking about in the future. So, moving forward every meeting, I'll bring a couple data elements and I'll talk about why those data elements are important and we should be looking at them. Today, I wanted to kind of double back and before we get into that and talk about our journey, and we have a lot of projects going on right now. I know you know that a lot of tech and why are we implementing? What gap is it solving? I kind of wanted to show something on that. The video is about 10 minutes.

I kind of debated about showing it because it is 10 minutes, but I think it's going to be valuable for you to see in this video in two parts. The first is what we're doing today versus what we're going to be doing once this technology is implemented. I'm going to let step up Nicole narrate. She's very detail-oriented and can really walk through the issues in the video. All you have to do is tap it. Just tap it.

[Video played of Sample 911 call with language translation needed]

Ivan Whitaker:
You can pause the video.

Nicole Lopez:

Yeah, I was just going to wait until she finishes, but this is very much a reality. Waiting on hold for the language line, unfortunately is very delayed. If you don't know what language, then you have to get to their customer service, wait to figure out what the language is. Spanish is so popular that sometimes there's a long wait for a Spanish interpreter. And then once you finally get the interpreter on the line, you may have noticed they don't always pass on the correct information to us. He hasn't told her yet that the parent reported that the child is autistic, attracted to water. The specific things that the mom just shared, the officers won't have, and it's very much delayed.

Scott Harrington:

It's an important factor as well.

Nicole Lopez:

Right.

[Video continued]

Nicole Lopez:

So again, that was what we're dealing with and what we have been dealing with, and this is showing where we're going. We do have some of this stuff in place already, and we're really excited to implement others so that we can give all of our callers the same level of service. Just because they don't speak English doesn't mean that they don't deserve the same level of service, and just as quick of a response to their emergencies.

Ivan Whitaker:

So, what you're going to see in here is a different way of doing protocols. That's what we're going live with. You're also going to see we have Motorola Assist which handles the language transcription. What it doesn't handle is voice to voice to where you have a bot that's actually speaking in real time.

One of the things that's critical to what we do is called caller management. When you have a caller on the phone, the isms and the things that they say to you or don't say to you, you get a feel for that. With an interpreter, you don't get that feel. So again, this is going to show all of that, even some of the media.

[Video continued]

Ivan Whitaker:

Exactly what she's saying.

Nicole Lopez:

That is the piece we have now. We can have the language identified.

[Video continued]

Nicole Lopez:

I just want to pause to point out the specific things here. So, we do have this translation and transcription. It'll identify the language for us and then start transcribing, but we would still need to get an interpreter on the line at this point. What we're getting, you can see it's guiding the call taker. Make sure you ask for the child's

name, make sure you ask for the child's description. This caller is highly distressed. Make sure you're using calming techniques, things like that.

Scott Harrington:

So, we have that piece now.

Nicole Lopez:

We are going to get that piece. That's the part that-

Ivan Whitaker:

So, one of the things, there's a fear. There's a lot of people that are afraid of AI. The challenge is that the things that we can't see or don't know, that AI is picking up on it in the background, what's left out, what's missed, right? And it's acting as an integrator with the emergency dispatcher versus taking over and doing it on its own. Just like your cell phone. Go ahead.

[Video continued]

Ivan Whitaker:

So what happened there is the AI actually sent a link. It knows that the link needs to be sent in order to get that photo, that link hit her phone and she was just able to attach versus trying to send an email previously.

Nicole Lopez:

We do with our Motorola Assist now have the ability to send a link to the callers, but it is a manual process on the call taker's part to go to a separate screen, send the link, explain to the caller how to use it, wait for the picture, manually attach it to the CAD call.

[Video continued until ending]

Ivan Whitaker:

There's a statistic out there that says if we can shave 30 seconds off of what we're doing, we can improve the outcomes of 10,000 more citizens. Not only that, one of the challenges that if you looked at this call and what happened with the emergency dispatcher, think about the stress that they're under in the first episode of trying to get information they can. And our emergency dispatchers, we deal with this every single day, this level of stress, and that's where mental health comes in as well. So, everything that we're trying to do and taking them to in the future, it's not a fancy thing. It's more so a, how can we be best for our responders and get better information to the field? How can we get better information internally, but more so better outcomes? And so some of the data that I'm going to start showing you when we come to the board meeting is what data that we should be looking at that shows improved outcomes, not just in what we're doing in dispatch, but the field as well.

This is why Peregrine is so important in what we're going to do. So, thank you for. I know it's a long video, but any questions on it?

Scott Harrington:

Doesn't look like it, but maybe. Anybody have any questions?

Korban Lee:

That was Axon protocol syncing up with Axon body cameras. You mentioned Motorola. Sorry, is that a different system? Does our system sync similar to that or will they sync similar to that video?

Ivan Whitaker:

Our system and what we're implementing is very similar to that.

Korban Lee:

Okay.

Ivan Whitaker:

That's a concept video. We have the real video. So, we're implementing through GovWorx and APCO and Telecom, and that's just an example of the next step. They were just the first ones to put a video together.

Korban Lee:

Okay.

Ivan Whitaker:

Okay.

Scott Harrington:

Anything else on that then? All right, so operations report then.

OPERATIONS REPORT

Ivan Whitaker:

Elyse is out today so I'll be taking this one. You'll see where we are in the month of August. For our 90% we met, and our 95% we did not meet. The eerie correlation is that we're just point whatever percent off of where we were last year. We didn't meet it last year at this time, which shows seasonal. Now I can start to look at things from a seasonal perspective. You'll see the call volume and where last month we were able to meet it, this month we've had a little bit of turnover that's impacting us, but we're seeing more and more from a baseline perspective. If we're not at a certain point with staffing, we're just not able to meet the numbers. The good thing is we'll be able to pick it back up just like we did last year. We have those 18 numbers that are actually moving out of training.

Next year we're going to do a lot more prep. We're meeting in January to determine a strategy because we know going in July, August, we're going to struggle with the staffing and the numbers that we have. Even if we had everyone come to work and not call out sick, we would still struggle to meet the numbers. The reason we were able to meet the numbers, and we talked about this in the last board meeting, it's not because of our normal baselines. We paid a bonus out for people to come to work to be able. So that's overtime that you see in the month of July. If we didn't do that, we wouldn't have met the number in July because the call volume.

Scott Harrington:

With the regular staff.

Ivan Whitaker:

Yeah. With that being said, if you look at the transfer rate, we're still doing good there. If you look at the abandoned rate, that went up and that is a positive correlation to this number. Or an inverted correlation, I should say, if you see this number down, you're going to see this number up because this is basically the phone ringing and someone disconnecting because the phone was ringing. But we're well below the 10% and you'll see us, once we get into that 70,000 range on a total call count, we're going to have issues.

Scott Harrington:

And July is typically the biggest month for calls, right?

Ivan Whitaker:

July and August, yes. So hopefully with the, not hopefully, with the non-emergency AI and what we're doing, we're actually over-hiring because we know we'll lose 50% in training. We have several of those down the pipeline. We'll cure it, but my concern still is we got to get this non-emergency AI, so that next season we're not in the same boat.

Scott Harrington:

So, timeline on non-emergency AI implementation, where we at?

Ivan Whitaker:

Yeah, we are slated to go live October the 14th, four weeks away. We still have a lot of work to do that might push that because we want to make sure that it's correct. That question is an opportunity for me to talk to you about what we can expect. We're thinking that we're going to get anywhere between a 10 to 30% adoption. We don't know right now. 600,000 calls, 10% would be 60,000 calls. It's tough to predict how many citizens are going to bypass and say, "Nope, we want to go to a human." If we can get 30%, but that's 180,000 calls, we're in a very good place. We think we can get there. The challenge that you're going to get phone calls about this, we already know, those 70% that they are answering questions to an AI and the AI still send them to a waiting area because it's not able to satisfy or they just say, "You know what?" They answer three or four questions and then they want a human.

We've just elongated the process for them, because they're still on a non-emergency line. So, I'm going to need you all to bear with us as we go through that process. We're going to send out surveys. I'm going to be meeting with citizens to actually do kind of a, how do you feel about the voice? How do you feel about the lack of latency or latency and have them engage and ask citizens to fill out the survey, actually going to be making phone calls and saying, "Hey, we got your survey and we really want to be engaged in the community on this. This is going to be a culture change for the community."

Scott Harrington:

For sure.

Ivan Whitaker:

So, I just want to put that out there. We know it's coming and probably going to take us a year to change that culture.

Scott Harrington:

All right. Any questions for Ivan on this?

Korban Lee:

Ivan, you're trying to roll it out late October, mid to late October. Are there going to be opportunities to demo it with the board or with the public, with our elected officials before it rolls out just-

Ivan Whitaker:

Yeah, that's a-

Korban Lee:

So they get to see it?

Ivan Whitaker:

... great question. So definitely we're going to demo it during the next board meeting, but if any of you, if there are opportunities for us to go out and demo with your... Yeah, we'd love to go out and just talk through it, tell them what it is, what it's not.

Scott Harrington:

Will there be a media campaign as well?

Ivan Whitaker:

Yeah, we're definitely going to do a media campaign.

Scott Harrington:

I think it would be good for boards too.

Ivan Whitaker:

Let me know. We'll get it booked.

UCA RADIO PROJECT UPDATE

Scott Harrington:

Okay. All right. UCA radio project update. Brice?

Brice Rawlings:

Just real quick, all the Albion Basin site was offline this morning. It was down for about two hours. They brought back up online around five this morning. They also did maintenance on the Region 10 core, which is the core that VECC uses, and that was between 10'clock and 11 o'clock and I haven’t heard of any issues that resulted from that.

Next up is UCA bought the radio management software. They're building out boxes for programming for the agencies now. The boxes are $2,085 for that. So, you can go on their website and order those if you need them. They do require a cellular service and a SIM card so they can push those updates and that, but that should alleviate a lot of agencies reprogramming and stuff if they buy those. They can do it at their own time. I think there's five hookups in there so they can plug five radios in there. It'll update the firmware for them, and then also if you make any changes to the programming, it'll push that to them. They are in a wheel box so they can wheel them out to their vehicles.

Scott Harrington:

So, you can't make your own programming changes in-

Brice Rawlings:

Yeah, I think they'll still charge you that $65 I think for whatever for the program change, but it alleviates the $15 of radio to have them program it. Plus, with the issues that they have with the Motorola and the L3Harris, they're real heavy on the version updates, keeping them updated and that. And so they'll just push it out to it. All you have got to do is plug your radio into it and it'll update it. And then if you get agencies that split off eventually or whatever, and then the whole county has to do a reprogramming, that's a huge lift. So, if they do that with the boxes, it'll make it a lot easier. And so you can go on their website and request one. They do ask that you get a cellular service, so all you need is a SIM card. They use WebLink to plug that in for that cellular side of it, and then they just recommend 10 gigabytes of data a month for that.

Dwayne Anjewierden:

Are we keeping code plugs like we have now, or are they going to pull those back in?

Brice Rawlings:

I think you'll have your own code plugs still in that, but I'm not sure. If you go on their website, they've got a couple agreements on there and under, I think it's news and events, if you go down there, it says radio management, and then there's some agreements on there that you can take a look at. They do rent them out too, if you don't want to spend the $2,000 for your agency.

Scott Harrington:

So, this information was sent out to the chiefs?

Brice Rawlings:

I believe so, yeah. It's probably been about six, seven months. They went to their board, got approval for that software. I think it was over a hundred grand for that software that they weren't budgeted for, and then they got approval for that. So, I think right now, and then they did a prototype of that box. So, I think if you go on there and order it, they'll build it.

Brice Rawlings:

And then last but not least, the Mill Creek Talk Group has been offline for a while. Finally went up there. They fixed the radio up at the site. There's a relay for it at the Rampton building that we replaced the radio on, and then they traced it back to here and they were out here today, and they replaced the Pathway Plus that goes into the L3Harris site. So, I believe that's up and working now. That's all I have. Any questions?

Scott Harrington:

Not looking like it. Thank you. All right. Executive Director Report.

EXECUTIVE DIRECTOR REPORT

Ivan Whitaker:

We're in a good way with TowPro. Most of the officers are utilizing it. Our people in dispatch are trained and utilizing it. The TowPro group, they're still contracting with some of the vendors, so we'll see the numbers go up if they continue to contract with the tow vendors. The only challenge that we've had is with repossessions, the dollar amount that the state allows us to charge, some of them were caught a bit off guard. I'll be meeting with them. They don't generate incoming revenue. They get paid by banks or that's how they're supplemented. So, we're going to have to figure out that piece of it. We'll continue to work through that.

Scott Harrington:

I thought it was the same rate for those as well.

Ivan Whitaker:

It is. And so, they're saying that because they don't charge, there's an issue. So, we're meeting with their president to go through it, TowPro and I.

Korban Lee:

The president of the towing company association? Is that what you mean?

Ivan Whitaker:

It's called Repo. I'll get that name to you. I'm sorry. But yeah, it's their association. Any more questions on that?

Scott Harrington:

Doesn't look like it.

Ivan Whitaker:

Okay. The Hyper AI, that's non-emergency AI. We just talked about that, so I'll keep going. GovWorx, I will talk a little bit about that. That's the medical protocol. We had them on site yesterday. We're making headway. Ambir is leading up that project. The bigger piece, I'm not going to allow us to go live unless we go through testing that it's doing everything that AI is supposed to do. So, one of the critical things that she and I will be locking ourselves in a room, and just testing different variations of it. We're not there to testing yet. There's still every single guide card has to be built out. There's conditions that the AI has to learn, so we're still in that process. The goal is to be live in November, so that's the goal. Okay.

Korban Lee:

One of the things, my understanding is that we liked about the APCO protocols was that it wasn't so rigid that it didn't remove dispatchers' judgment calls when they knew I can skip these protocols because I know right what it is. Will the AI, now a GovWorx AI supported protocol, still give the dispatchers the ability to... get right to the point? Yes. Yeah. Overrule some of the AI protocols or AI suggestions? I just don't want to end up back where we were where now it's an AI rigidity.

Ivan Whitaker:

So, a couple of things here. One of the challenges that, and this was mainly on the fire side of the equation, is they wanted to be able to dispatch high priority calls right away. They succumb to NFPA 1225, and there are certain call types that those call types need to be dispatched within 60 seconds. So, one of the challenges were if you were using a system that you had to go through and you weren't able to send early, which even in the previous system there was ways that we could have sent early, the perception was they weren't able to dispatch as quickly as possible and meet NFPA 1225. In this protocol, we built that in to where we look at the call types that we know that are going to be high priority more than 75% of the time.

So, for example, breathing problem, we know if that's the chief complaint. We know that 75% of the time or more how that's going to code out. Chest pain is another one. So, we set the dispatch points in the beginning of the protocol. As soon as we know that the patient is experiencing this awake breathing, we can dispatch that call right now. Other calls like gout pain because they ran out of their medication, that's going to come later. We're going to actually make sure that we don't over triage, and we're going to ask a little bit more questions to get to that point. Also, and I'm glad you asked this question, Dr. Youngquist is all over this. Now this thing has turned into a project also for the University of Utah, because we're going to be looking at data, not just from what's happening in dispatch, but what's happening in the field and also the discharge diagnosis as well.

So, we're looking at are the questions that we're asking the right questions in the first place, and are they getting us to a point to where it's the right data that the field providers need in the field and the treatment is all lined up? So, we're trying to get the more pertinent questions through research and data, and the APCO Intellicomm protocol allows us to be able to make that change without a lengthy. We have our research, we have our research team, we have the University of Utah involved. All of this is going to help everyone from a data perspective.

Korban Lee:

Did you say that the calls, the case will be able to be followed all the way through the health insurance, through the hospital system to tie the medical outcome back to, were the protocols correct? Was the dispatch correct? Was the infield response correct?

Ivan Whitaker:

Yes.

Korban Lee:

That would be fantastic.

Ivan Whitaker:

Yeah. So, what I want to know in a gout pain patient is how are they treated? So on certain situations, in certain protocols, you might ask breathing. Of course, if someone is having pain, they might be having problems breathing because of the pain, but it's not because of acute respiratory situation. So those are the types of things we'll be able to study. How are they treated by the medics in the field? How were they treated at the hospital? What was the discharge diagnosis? Which Dr. Youngquist could give us all type of feedback. For example, we'll have the same stuff with police as well as to how we should be molding our protocol and update it. So, we're very excited about that. We're all working through that right now as well, trying to get this stuff up and going.

Scott Harrington:

Quite the project it is.

Ivan Whitaker:

Which is why on the AVL stuff, the chiefs were like, "Hey, we got enough going on right now. Let's get these codes in place." So, the bigger piece in the implementation is my numbers are showing that we're over responding in the field by about 40%. So, the fire chiefs have agreed to alter response based on these new codes, and we're going to have all kinds of data coming in to see if it's working, and if we're having quicker responses or shorter responses on a high priority.

Scott Harrington:

40%. Wow. Anything else, Ivan?

Ivan Whitaker:

Yep. I have no update on the reverse 911. Peregrine, we're still working through that. Our goal is to be live next month, but I'll keep you updated on that. And that's the data dashboards. The biggest piece is I'm still waiting from legal. I don't know if Scott is on. I wrote a document, a data sharing agreement for everyone to sign. I'm just waiting on that to come back.

Tyson Montoya:

So that will have all agencies, is that right?

Ivan Whitaker:

Yes. The backup dispatch center, I'll talk a little bit about that. There's two layers to it. There's the one that's being built by UCA that set the break ground in 2028. I'm on a committee that we met with the design team a couple of weeks ago. That's going very well. I have no concern. I think we will be able to break ground in 2028. There's also the spot that UPD provided to us as well with the eight consoles. One of the things that we're talking about internally is as we continue to look at non-emergencies, we're seeing it as two different

businesses. It's not the same, 911 versus non-emergency. And as we continue, what this project for non-emergency has shown me is the non-emergency AI environment is much bigger than a 911 environment. What I mean by that is the nuances, the call types, the time the day, the day of week, all of the different protocols that you have to put into that.

So, we're talking about, there might be a world, and I haven't talked to you about this yet, to where we segment and say at this UPD spot, that's where we house non-emergencies and that area has a supervisor. And we don't increase our FTEs because we have part-time positions that we need to fill, and they're just solely focused on non-emergencies. Right now, the same people that answer 911s are the same people that answer non-emergencies is one of the biggest misallocation of resources that you can have. But if you have individuals that are focused on that solely, that's the way it should be anyway. It shouldn't be, in my opinion, coming in and mixed with 911.

So, we're in the preliminary stages of having those discussions, but if you have a supervisor that's over it, you're tweaking the non-emergency AI, you're looking at the data, maybe we can really start to get somewhere with adoption because my concern is not the beginning. My concern is how do we get to 50%, 70% with the non-emergency AI and who is the stuff that's going to when those citizens feel that they've been on hold for a long time, and the AI didn't take care of them? I'm still thinking through that as well.

Scott Harrington:

Makes sense.

Ivan Whitaker:

Interlocal agreement, we talked about that. I carved out the first condition of it and we're going to take it through legal. Once it goes through legal, I'll get it to all of you. There's no rush, there's no deadline. We're just walking through, we need to update it. I'm embarrassed every year turning it in to the state. And then the staffing, we've talked about that as well, so we're good. Any questions?

Scott Harrington:

None. Oh, go ahead. All right. Tyson, floor is yours.

FINANCIAL REPORTING FOR JUNE AND JULY

Tyson Montoya:

Thank you. I'll try and follow that up, be nice and quick here with the finance piece. Through August, we should be at 17% of budget. We are at just over eight million in revenues and four and a half million in expense, leaving just under 3.5 million in profit. As you know, our budget to actual, our revenue figures, they're heavy in July and in January, so that will flatten out throughout the year. It's not a straight-line pace like we have with our expenses. Having said that, we are slightly over in the expense category at 18%. But to give you an idea, last year at the same time we were at 20%, so we're doing a little bit better this year versus last year at the same time.

Our personnel is at 12%. Our administrative cost is at just under 10%, and the TSR information technology is at 40%. Our cash and liquidity, you can see our beginning balance is 7.1 million. We've had five million in cash receipts and 4.4 million in disbursements, leaving us with the 7.7 million in ending cash, keeping about 90% of our total operating revenues in PTIF. That will help with interest throughout the rest of the fiscal year. Some items that we're going to be monitoring is our software maintenance costs, and we do every year the revenue timing of the pass-through costs. We don't know a lot of time what those are, so if we need to do any budget revisions, we'll get ahead of those if any agencies add any Versaterm products.

Our personnel costs, each month we talk about that and I keep an eye on that. You can see the incentive piece, which we briefly talked about earlier for the months for July and first part of August, where we had to incentivize staff to come in to meet those numbers. It's a public safety issue, so we did what we needed to do to get those people in. To sum up, our liquidity position is short-term and long-term is very well. As Marcus mentioned in the audit, we finished well throughout the year. We're starting really strong this year. I don't anticipate any hiccups throughout the remainder of the fiscal year, but we'll keep everyone abreast of anything that should change.

The check register, I don't know if you guys want to continue to see this or not, but this just outlines every check that we've made in the current month. We moved to a new payroll system, so you'll see a lot of employee names on this. There were employees that just didn't have their ACH entered in the new system, so we had to cut a manual check for them. Outside of that, there is nothing unusual in our check register.

Scott Harrington:

So, we won't continue to see those. That's a one-time deal, correct?

Tyson Montoya:

One time.

Scott Harrington:

Hopefully.

Tyson Montoya:

Yes, it takes a couple of payrolls to implement a new system, but yes, we shouldn't see that. Unless you guys have any questions, that's all I have.

Scott Harrington:

I don't have any. All right. Thank you, Tyson. That looks like it's it. Thanks for the board. So next board meeting will be October 21st, which will be in person. Any questions or comments or other business that anybody wants to go over?

Korban Lee:

On the interlocal agreement, Ivan, is VECC drafting that and presenting it to the board? Are there board members involved with... If it involves governance, all kinds of things, it's really a board document. Is there a subcommittee of the board that's working on that or-

Scott Harrington:

Right now, not really.

Korban Lee:

... should there be?

Ivan Whitaker:

So not to throw Kevin under the bus, I did draft the first one, send it over to Kevin. Kevin has the red lines, putting it through legal. They will take it over to the board, present to the board and see where you want to go from there.

Scott Harrington:

Would you want more involvement or?

Kevin Hicks:

Just to chime in, I have a copy of it. I have not done much with it more than, because I wanted to see what are some of the changes because I'm not familiar with what was the original way back when. I'm happy to help spearhead it, but I do think we probably should have a committee that maybe goes through it together.

Korban Lee:

I just don't want you to do a ton of work on it. Present it to the board and then the board says, "What?" We didn't have input on it. So, if you have a subcommittee of the board or some board members or Kevin or somebody looking at it, I think that's helpful.

Scott Harrington:

If anybody's interested in being on that committee, please just email Ivan and Kevin. Josh Collins says he's interested.

MOTION TO ADJOURN

Scott Harrington:

With that, I'll accept a motion to adjourn.

Kevin Hicks:

So moved.

Josh Collins:

Second.

Scott Harrington:

Thank you. All in favor?

All:

Aye.

Tyson Montoya:

Thanks everyone.

Motion –
. . . by Mr. Kevin Hicks, to adjourn the meeting, the motion was seconded by Mr. Josh Collins; the motion carried unanimously.

The meeting adjourned at 3:11 p.m.