



BOARD OF TRUSTEES

Meeting Minutes

Date: March 12, 2015

Lehi City

153 North 100 East

Lehi, Utah

Board of Trustees Members in Attendance:

Richard Nelson, Alpine City
Craig Whitehead, American Fork City
Howard Anderson, Town of Cedar Fort
Mike Geddes, City of Cedar Hills
Jason Walker, Lehi City, Alternate
Scott Spencer, Payson City
Terry Ficklin, Salem City
Benjamin Reeves, Santaquin City
Mark Christensen, City of Saratoga Springs, via phone
David Oyler, Spanish Fork City, Chairman
Larry Ellertson, Utah County Commissioner
Greg Graves, Utah County Commissioner
James O. Tracy, Utah County Sheriff
Mike Forshee, Utah County Sheriff's Office, Alternate
Jacob McHargue, Town of Vineyard
Wendy Pray, City of Woodland Hills, Vice Chair

Absent Board of Trustees Members:

Ifo Pili, Eagle Mountain City, via phone
Paul Squires, Elk Ridge City
No Current Representative, Town of Fairfield
Hale Robinson, Town of Genola
No Current Representative, Town of Goshen
Aaron Palmer, Highland City

Others in Attendance:

Deborah Mecham, UVDSSD Executive Director
Shantell Staiger, UVDSSD Administrative Specialist
Junior Baker, UVDSSD, Legal Counsel
Don Nay, Utah County

1. Call to Order: *David Oyler, Chairman*
2. Consent Calendar: *David Oyler, Chairman*
 - 2.1 Approval of Meeting Minutes for February 12, 2015-
 - 2.2 Approval of Operations Board procedures from March 5, 2015 Operations Board meeting-

**Motion to approve the consent calendar by Larry Ellertson
Second by Scott Spencer
Unanimous vote, motion carried.**

3. Business and Action Items:

- 3.1 Personnel Policies changes/updates- *Deborah Mecham, Executive Director*
 - 3.1.1 Training Re-Payment Policy C008 (new)-

Deborah summarized the purpose of the policy and the significant training costs associated with new hires, and the employee voluntary resigning. She indicated the District has a high turnover rate and the policy would ensure the seriousness of the candidate in staying. The policy would require if within one year of employment, the employee voluntary resigns they will have to repay the District the training costs.

The Board discussed the policy. Mark Christensen indicated he supports the policy although his city doesn't have a similar one. There was discussion of the legality of the policy. Junior Baker advised the policy states that the funds will be deducted from their final pay check and they will sign a contract authorizing the funds to come out of it making it legal. Instead of making it more difficult to hire applicants, Deborah confirmed applicants will be more committed and invested in the District by having this policy.

**Motion by Jim Tracy to approve the "Training Re-Payment" policy C008 as presented
Second by Graves
Fifteen of the sixteen members approved with Rich Nelson voting against
Motioned carried.**

- 3.1.2 Vacation Leave Policy E007-

Deborah indicated that several cities and dispatch centers have buy backs for leave. She explained that the District encourages employees to take vacation leave but it is difficult to approve the time off. Due to staffing issues, for a dispatcher to have the day off another dispatcher must work overtime in their place. Deborah advised the policy gives the employee the opportunity to buy back their leave instead of losing without increasing the overall overtime costs to the District. She indicated she does not see many employees requesting to buy back their vacation leave but if they have tried to use their leave and can't, this gives them the opportunity to not lose their leave. Ben Reeves advised Santaquin City has a similar policy which decreases the liability on the books. The Board discussed the policy and it was recommended the maximum number of hours an employee can buy back cannot exceed one-half of the hours accrued within the calendar year.

Motion by Ben Reeves to approve the updated “Vacation Leave” policy E007 with the additional wording of the maximum number of hours an employee is eligible to request as buy back shall not exceed one-half of the hours accrued within the calendar year

Second by Wendy Pray

Unanimous voted, motioned carried.

3.2 Update of Bylaws- *Larry Ellertson, Utah County Commissioner*

Larry Ellertson explained that on the Operations Board the county does not have a representative for county fire. He stated that Kevin Cortez is representing only the Wild Land fire. He requested the Fire Marshal be added as the county’s fire representative to the Operation Board.

Motion by Larry Ellertson to amend the bylaws to add the County Fire Marshal as a representative to the Operations Board

Second by Rich Nelson

Unanimous voted, motioned carried.

3.3 Building Project Update- *Deborah Mecham, Executive Director*

Deborah Mecham reported all but two building agreements, Cedar Fort and Goshen, have been signed. Larry Ellertson advised the commission will work on a solution with Cedar Fort and Goshen for the agreements to be completed. Deborah indicated that the escrow account has been created, with \$1.8 million from the District’s fund balance to the escrow account. She stated the escrow account was created as the best secure option for funds not to be co-mingled with the operations account.

Deborah explained the floor plan has been finalized with the mechanical and electrical engineering plan in progress. The exterior and interior finishes have been considered. Deborah stated the project is on schedule and summarized the timeline for the next steps in the project

David Oyler indicated the RFP/RFQ for contractor bid documents will need to be reviewed. He asked for volunteers who would like to be on that review committee. Don Nay, Terry Ficklin, Mike Forshee and Mike Geddes volunteered. Jason Walker stated he would ask Dave Sanderson, Lehi’s Finance Director, if he would be on the committee. It was recommended to have the committee also review future change orders.

3.4 Legislation update- *Deborah Mecham, Executive Director*

Deborah explained HB343 dealing with Utah Communication Authority Emergency Radio Funding. She indicated the bill was created to secure funding for the statewide radio system upgrade, which would also eliminate radio fees. Unfortunately, the telephone company lobbyists have opposed it due to the funding being assessed on the 911 emergency fund fee. Because of this, a substitute bill has been introduced, eliminating the required funding, which will delay the project. Deborah indicated it would still request a one-time funding for the cost associated with the design, with the intent of going back for the major funding next year. It left an elimination of the fees as of 7/1/16 as long as the funding can be obtained. She advised as of the evening prior, the bill is to the Senate Rules Committee.

Deborah reported that SB237 of the Public Safety Amendments had the original intent to mandate physical consolidation, but later changed to functional or technical consolidation. It has been updated to now fund a study for functional consolidation which freezes 911 funds for new projects until the study is complete. She indicated it is hopeful this does not impact our efforts county-wide for a combined 911 phone system.

Deborah summarized that HB115 “Public Safety Retirement for Dispatchers” will move to the DPS (state) dispatchers to the public safety retirement and allows for all others to be moved as well. She advised that the move will be determined by each organization as to whether their dispatchers will be included. She indicated that she supports the bill due to the stress of the job therefore dispatchers do not stay and retire. Deborah explained the District will observe what other dispatch centers are deciding to do and report back to the Board. It could be hard to recruit new applicants if other dispatch centers are offering the shorter retirement and the District is not, but she did state it would have a fiscal impact on the budget. It was explained the current employees could be grandfathered in to the new system but there is a formula based on giving a credit for years in the old system versus the new one.

3.5 Operation Report- *Scott Spencer, Operations Board Chairman*

Scott Spencer indicated complaints were reported from an agency that had been compiled over the last seven months. He reported the issues have been corrected but that the complaints need to be sent in a timely manner so they can be addressed. David Oyler directed the city administrator of that agency needs to address the delay in communicating the issues to the District.

Scott reported efforts have been made to the North channel to eliminate traffic. He indicated there have been no issues with how the changes have been working.

3.6 Director’s report- *Deborah Mecham, Executive Director*

3.6.1 Hiring/Staffing-

Deborah gave a staffing update and indicated the District currently has five vacancies. She explained the struggles the District has had to recruit viable candidates to hire. Deborah reported the District just went through a hiring process and the advertisement and testing process were re-assessed. She summarized the District received approximately 30 applications, and invited 25 of those to complete the testing. Eighteen attended the testing and only 3 passed with two receiving a conditional offer of employment. She notified that the District will still have three vacancies to fill. Deborah presented the job advertisement for the Board to be posted. She stated it will be posted in many ways as well as being sent to their cities and departments to post on their websites.

Deborah discussed reasons dispatchers are resigning. It was recommended by the Operations Board to have exit interviews conducted by another agency that has a HR department to get feedback upon resignation. Deborah indicated the most recent reasons for employees resigning are pregnancy. Ben Reeves recommended surveying current employees for job feedback which could improve moral. Deborah conveyed she did a survey from past lateral employees for their reasons leaving. She reported they came to work for the District for better pay and more opportunity for growth; they went back to their previous agencies because of the District’s heavier workload and how busy the channels are.

4. FY2016 Budget Work Session- *Deborah Mecham, Executive Director*

Deborah Mecham reviewed the District’s past accomplishments. She highlighted from 2010 to the present time the District has saved \$1,093,063 from the decrease in costs for county IT, Telephone and Radio support. She discussed the operational improvements the District has accomplished that included: hiring an IT Administrator, implementing a process for police agencies to document NCIC entries, updating the county-wide containment policy, developed a Search and Rescue policy, expanded the HipLink notification system, North channel test splits with subsequent radio usage changes, implemented an issue notification process, nature code enhancements, updated the medical helicopter procedure and

provided on-line records requests to the agencies. Deborah outlined the progress with the new facility since January 2014. She explained the different calls that are reviewed for the quality assurance program and the improvements made during 2014.

Deborah reviewed the 2014 call answering times with 97%-99% of all calls received being answered in ten seconds. She indicated the total number of calls received and dispatched by the District increased by 3.20% when comparing 2013 to 2014. Deborah reported the 2014 NFPA 'Call to Dispatch Times' for fire and medical calls. She indicated that improvements were made of the past year, and the District is meeting or exceeding the national standards.

Deborah detailed the fund balance with the beginning balance of \$2,682,205. She outlined the following as designated funds: building project (\$1,300,000), leave liabilities (\$125,000), and capital replacements (\$279,000) for a total of designated funds (\$1,704,000), leaving \$978,205 non-designated at this time

Deborah summarized the total revenues in the FY 2016 proposed budget the District is expected to receive the following: user fees, 911 revenues, miscellaneous revenues, a grant and interest. The additional expected revenues will include \$1.75 million for agency building assessments which are due in December and an increase in 911 revenues. She provided a three year comparison of revenues.

Deborah reported the FY 2016 proposed budget expenditures. She notified in the Salaries and Benefits line item the changes are: an estimated 5% health insurance increase, a 9% dental benefit increase, hiring two full-time dispatchers allowing better supervision and added call taking help during the busiest hours, and personnel pay adjustments as a performance increase. Deborah advised the areas where expenditures decrease are in equipment and maintenance and telephone network charges. She indicated there are no major capital purchases, other than the 911 phone system for the new facility.

Deborah explained the staffing needs the District has. She summarized the different job staff responsibilities. She justified the need to hire two additional dispatchers which would give full-time supervisory coverage to manage the floor operations properly. She indicated how the dispatchers are utilized on the dispatch floor. Deborah listed the staffing needs the District has currently, not considering growth as: additional dispatchers for call taking purposes, receptionist/clerical support, additional dispatchers for police radio channel re-configurations, staffing relief, 24/hour fire radio coverage and an operations manager. These staffing needs would require 15-21 additional employees, for an overall total of 55 to 61 total employees. She explained that she is aware that the additional staffing is not going to happen over a year, but would address areas of fewer errors and turnover from dispatchers getting burned out. Deborah discussed how busy the North channel is and the need to decrease the amount of traffic. She stated the North channel is one of the top three in the state for how busy it is compared to West Valley, Salt Lake Pioneer, and Ogden/Weber channels. Those other agencies have addressed via additional call takers to ensure those dispatchers are not taking calls, additional service channels, and sometimes detective channels. Deborah reported of a recent employee who discussed giving her resignation due to how busy the North channel is and her ability to handle the high amount of traffic. This employee has dispatched for over 15 years but does not want to be a liability on the North channel. Deborah discussed the North channel with the supervisor staff and they indicated how stressful it is to handle the North channel. The Board discussed the challenges the District has with the North channel and staffing to have the adequate number of dispatchers. Suggestions were discussed, including a higher salary to those that work the North channel.

Deborah explained the fee formula approved by the Board. The base fee is 10% of the required revenue calculated from the entities population and call assessments from a 3-year average of "billable" calls. The call per rate is \$10.29 per incident. Deborah presented the FY 2016 'Proposed Fee Assessment' that also included a 3-year average. She explained with a proposal to hire two additional dispatchers, it increases

the user fee assessments by \$31,216. The agencies with the biggest increase had an increase in call volume.

Deborah ended her presentation noting the key considerations being the progress with the facility and the staffing needs the District has. She indicated the future needs the District has is implementing Fire ProQA, a fire alerting system and radio changes.

The Board discussed the FY 2016 proposed budget. David Oyler indicated a neighboring agency costs for dispatch services are much higher. It was noted that the District is a critical operation and the Board needs to make sure it is functioning properly.

5. Other Business:

5.1 Open Forum and next meeting agenda items-

No comments.

6. Adjournment:

6.1 Next meeting- April 16, 2015- Utah County Commission Conference Room

Motion to adjourn the meeting by Ben Reeves

Second by Greg Graves

Unanimous vote, motion carried.