



Regular Meeting Minutes

February 20, 2014

Gary R. Herbert, Governor
Alan Workman, Chair

Committee Member Attendees

Randy Auman
Melanie Crittendon
Scott Freitag
Kraig Kaizumi
Justin Grenier
Peter Kuhlmann
Deborah Mecham
Kathy Quarnberg
Jeremy Raymond
Kevin Rose
Jim Thomas
Lesa Wilson
Alan Workman

Representing

Bear River Association
Mountainland Association
Salt Lake County
Rural Incumbent Local Exchange Carrier
Five County Association
Washington County
Utah County
Six County Association of Governments
Uintah Basin Association
Utah Department of Technology Services
Incumbent Local Exchange Carrier
Rural DPS
Urban DPS

Committee Members on Bridge

Danny Neds
Tina Scarlet

Representing

Wireless Communications Carrier
Weber County

Staff Members Present

Eric Parry
Kevin Bolander

State 9-1-1 Program Director
DPS /Attorney General's Office

Invited Presenters

Chris Duxler
Steve Proctor

Direct Technologies – ECaTS
UCAN

Staff Members on Bridge

N/A

General Attendees

Tim DiMarco
Linda Petty
Jennifer Stefanoff
Chris Rueckert
Andrew Howlett
Destry Lazenby
Cindy Mellor
Dave White
Sterling Barlow
Vernon Bridges

Representing

Cassidian
DPS/Cedar Communications
DPS/Price Communications
DPS/Salt Lake Communications Center
CenturyLink
CenturyLink
CenturyLink
CenturyLink
Colorado City
Frontier Communications

Tim Wallace
Terry Haupt
Anthony Haddad
Andy Nelson
Heather Bennett
Colleen Conrad
David Bratke
Regina Nelson
Chris Dunn

Interior Solutions
Intrado
Intrado
Intrado
Poison Control
Salt Lake City 9-1-1
Stancil Corp.
Tooele County Sheriff's Office
UPD

General Attendees on Bridge

Sharon Counterman
Laonna Davis

Representing

Independent Consultant
DPS/Uintah Basin Communications Center

Minutes

The meeting was called to order by Committee Chair **Captain Alan Workman** at 1300 MST.

Captain Workman presented a token of appreciation to retired Committee Chair **Deborah Mecham** and thanked her for her dedication and hard work while she was Chair of the Committee.

1. **Minutes: Motion** to approve the minutes of the Utah 9-1-1 Committee meeting held January 16, 2014, made by **Kathy Quarnberg**, seconded by **Randy Auman**. The motion was approved by a unanimous vote. Carried.
2. **Financial report:**
 - 2.1 **Unspent Encumbered Funds** - **Eric** reported that he continues to monitor unspent encumbered funds.
 - 2.2 **Projected Available Funds Remaining** – There is about **\$4,141,203** remaining in the grant fund.
 - 2.3 **Approval of Financial Report** – A motion to accept the Financial Report was made by **Kevin Rose**, seconded by **Melanie Crittendon**. The motion was approved by a unanimous vote. Carried.
3. **Grant applications**
 - 3.1 **Tooele County Sheriff's Office** – **Regina Nelson**, the representatives from Tooele County was in attendance to present the grant application. She explained that they had met with **Captain Workman, Eric Parry, Kevin Rose, Sheriff Park, and Bucky Whitehouse**, Emergency Services Director, as well as **Randy Swalberg** via conference call. A variety of options were discussed including the number of positions that they have, the location of the mobile command posts, a year 6 maintenance option, and other related matters. They decided to go with a year 6 maintenance grant request at this time, and go back to CenturyLink to get a quote based on 6 positions and 2 mobile workstations. This will buy them some time to readdress their previous CPE upgrade grant application. It is their intent to approach the Committee with another grant application that will upgrade their CPE. A lengthy discussion surrounding the pros and cons of entering into maintenance agreements. Both CenturyLink and Cassidian weighed in and stated that unused maintenance funds could either be refunded or added to the CPE maintenance cycle. It was felt that maintenance contracts are the only option that provides the level of service both to hardware and software and that we

need to ensure that we adopt the year 6 maintenance option when and where applicable. It was also agreed that the vendors need to do a better job of expediting quotes, as well as working with the PSAPs to ensure that they are getting exactly what they need. Representatives from CenturyLink and Cassidian agreed to do a better job of moving the quotes along without undue delay. There was also a point made with regard to discounts in Utah. It was stated by Tim DiMarco that Utah has been a long and loyal customer and that Utah gets discounts that may not necessarily be afforded to new customers. **Eric** to work more closely with CenturyLink and the PSAPs when quotes are being developed. He also needs to do a better job of vetting the quotes when they hit his desk.

3.1.1 Motion - It was moved by **Kevin Rose**, seconded by **Deb Mecham**, *“that the Committee approve year 6 maintenance for Tooele County in the amount of \$39,753.48, with the balance of the grant returned to the Committee as appropriate.”* The motion carried by a unanimous vote.

4. Public comment

4.1 Proposed UCAN New Organization – Steven Proctor was invited to provide the Committee with an overview of the proposed new UCAN organization, as well as provide an opportunity for the Committee members to ask questions in this regard. He reported to the Committee that there is a House Bill proposed that has not yet been numbered, but that he expected that this would occur tomorrow. The Bill is intended to consolidate certain public safety communications entities into one organization. It combines UCAN, the 9-1-1 Committee, the SIEC Committee, and the proposed CAD interface funding source into one entity. The Bill creates the Utah Communications Authority and is supported by Representative Brad Dee. By combining these organizations together, all elements of an emergency call for service can be addressed, from the time the caller dials 9-1-1 through to the dispatch of emergency responders. The agency will report to a board consisting of one member from:

- 4.1.1** Each of the seven governmental associations,
- 4.1.2** Each of the counties of the first and second class,
- 4.1.3** Native American Tribes Association,
- 4.1.4** National Guard,
- 4.1.5** Utah Fire Chiefs Association
- 4.1.6** Utah Sheriff’s Association
- 4.1.7** Utah Chiefs of Police
- 4.1.8** State 9-1-1 Committee
- 4.1.9** Departments of Transportation, Public Safety, Natural Resources, Corrections, DTSCIO, State Treasurer, & Health

Responsibilities include:

- Management implementation of public safety radio,
- Coordination with agencies to maintain optimal interoperability,
- Development of a replacement radio system,
- Coordination with NITA/FirstNet for development of a broadband Public Safety network,
- 9-1-1 Program Management in coordination with the 9-1-1 Committee, and
- Development of a common CAD platform.

With regard to the 9-1-1 fees, both the PSAPs and the Committee will continue to get what they get now, however they are still trying to determine how the CAD piece will be funded. He stated that they hope to get the Bill numbered this week and into Committee

next week. The idea is that we should be able to see the Bill and provide any input before it gets to Committee. The Bill has been in protected mode which is what Rep. Dee wanted before it got into its final format and before the Committee. A short Q&A followed.

5. Committee Business

5.1 Committee Membership Update – Eric Parry reported that Karl Kuehn is being considered for nomination by the COG.

5.2 9-1-1 Committee Meetings – Change of Start Times – Alan reported that at the last meeting there was some discussion surrounding the start time of the Committee meeting and due to ongoing onerous meeting agendas that we might consider starting earlier. It was recognized that some members travel a long way to come to these meetings, with **Justin** traveling the furthest; however, Justin made it clear that he is completely okay with the current start time. **Deb** made the point that very often there is the Greater Wasatch Front Communications meeting the morning of the Committee meetings, and many of our Committee members attend. This would mean that they would have to switch the date of that meeting which would mean another trip on another day for some Committee members. It was further agreed that we could do a better job of prioritizing and streamlining our business discussions, and make a sincere effort to limit the duration of the meetings to two hours. **Kevin** commented that we have had a lot of things coming up the last few months and that hopefully things will settle back to normal once we have dealt with our bigger issues. When all was said and done, it was the decision of the Committee to keep the start time at 1300.

5.3 Location for March Meeting – Alan raised the issue of the location of the March meeting, reminding everyone that St. George had been put on the table as a suggestion for a change of venue. This would provide an opportunity for the Committee members to have a look at what **Justin** has done down there, and also to evaluate how the new Vesta 4.0 platform is working out, and tour his new center. **Alan** commented that he will not be able to chair that meeting, and that we may have to bring **Deb** out of retirement to help out. It was agreed that we should start at 10:00.

5.3.1 Motion - It was moved by **Randy Auman**, seconded by **Kevin Rose**, *“that the next 9-1-1 Committee meeting be held in St. George, and that the official start time of the meeting be at 10:00 AM.”* The motion carried by a unanimous vote.

5.4 Grant Rules Status Update – Kevin Bolander reported that the draft was proofed last month and that they will get them submitted for the 30-day comment period review in the very near future.

5.5 Tax Revenue Distribution – Eric briefed the Committee on the reports the first 2014 report. It was requested that the trend charts continue to be published in the packet for all members to review. There was an issue with the headers on the various pages not appearing in the report, Eric to ensure that the reports copy completely and are complete in every sense.

5.6 ECaTS/FCC Utah De-Obfuscation Data Presentation – Chris Duxler from Direct Technologies presented a “here’s what happened” report on how the FCC got hold of our ECaTS data and placed it on their website. Note that the detailed explanation may be heard in the archived audio recording of this presentation along with a copy of the presentation on the 9-1-1 Committee website:

Audio: <http://publicsafety.utah.gov/e911/audioarchives.html>

PowerPoint pdf: <http://publicsafety.utah.gov/e911/whats happening now.html>

Kevin and **Justin** further pointed out that at the end of the day we were unwilling to agree to the FCC's request to supply our raw ECaTS data to them, on an ongoing and never ending cycle. When this decision was made and articulated to the FCC, they disengaged from us and we have never heard back from them.

As a side note, it was also related that ECaTS has activated a feature in the RDDM at VECC that allows for the analysis of caller location with each re-bid. In other words, the functionality of the wireless location technology can now be analyzed from the time the call first hits the CPE, and whether or not the location information improves or does not improve with subsequent re-bids.

5.7 ECaTS/VECC ALI Re-Bid Summary Report – Chris Duxler reported on a new feature that is still in beta-testing that uses the re-bid information (as noted above) to produce a report that displays a summary of the re-bid information for a wireless 9-1-1 call. The report shows the location information, by carrier, resulting from however many re-bids were made either by the CPE or by the telecommunicator. The price of the upgrade to make all Utah PSAPs capable of utilizing the ALI-rebid Summary module feature would be \$3400 per device (Upgraded RDDM). In situations like VECC, where there are several hosted PSAPs, only one device would be needed; however, each hosted PSAP would be charged a one-time license fee of \$350 per PSAP for the duration of the current contract. **Kevin** explained that the current CPE's that use the legacy RDDM's are only capable of reporting the status of the last ALI re-bid, so it is difficult to ascertain how the call initially came in and how long it took before accurate location information was presented to the CPE. Along with a Cassidian product upgrade, the new system will allow us to do a far more in-depth analysis of this matter as we are now capable of doing on the multi-node with the Viper CPE.

5.8 Wireless Phase II Location Statistics – Kevin Rose reported that the new report will be very useful to us in leveraging everything to do with a wireless 9-1-1 call and that he hopes to have more information available to the Committee at the next meeting. He made reference to the article in the Deseret News that reported less than favorable statistics when it came to caller location information. That prompted us to dig deeper and have a closer look at the actual numbers when it came to this issue. He reported that the initial response from the wireless carriers was that the PSAPs are not re-bidding, thus the appearance of a preponderance of Phase I calls. Although our initial reaction was that this could not be the reason, in actual fact, it was and we were dead wrong. He went on to report that the 2013 wireless call data for Utah was analyzed, and that call duration was broken down into "longer than 15 seconds", "longer than 30 seconds", "longer than 45 seconds", and "longer than 60 seconds". This was in part to rule out pocket dials, hang-ups, and otherwise abandoned calls, but more to evaluate actual legitimate calls that arrived at our PSAPs. When a call first arrives at a PSAP, it is a Phase I call, and subsequent re-bids establish it as a Phase II call. The challenge was to establish exactly when the call becomes a Phase II call, and how many of the calls actually have caller location information. **Kevin** went on to report that he excluded all calls that were transferred but kept the initial call arrival information. He reiterated that this evaluation did not evaluate the accuracy of the caller location; however, he reported that anecdotally the calls did appear to be coming from legitimate locations such as along the Interstate, major roadways, and apartment complexes. He looked about 754K wireless 9-1-1 calls, and of those about 64% are Phase II. On further

analysis, it was revealed that for calls greater than 15 seconds, the Phase II percentage jumps to 76%, and for calls greater than 30 seconds, the Phase II call percentage jumps to 83%. For calls greater than 45 seconds, it jumps to 86% and stays there up to 60 seconds. So we can say that statewide, calls that 86% of the calls that are longer than 45 seconds are Phase II calls. He then broke the information down by PSAP, and found that some were great and some were not so great. For at least 20 primary PSAPs, the wireless Phase II stats ranged from 85% to 97%. In other words, the longer the call, and the more re-bids, the better the location information. He suspected that for the 12 PSAPs that did not show that level of success with the Phase II calls, that those PSAPs might not be set up to automatically rebid. After a call to CenturyLink, he found this to be the case. This does not mean they are not getting location information, it just means they are not automatically re-bidding. Another related issue came to light that explained why not all PSAPs are set to automatically re-bid, and that is for certain callers that are in remote areas, the re-bid process often kills the signal or disconnects the call. Therefore some PSAPs have elected to do manual re-bids only, and only when they feel it is appropriate. In conclusion, it would be fair to say that the majority of wireless calls delivered to Utah PSAPs end up as Phase II calls after one or multiple re-bids. Those calls that come as Phase I calls only (about 5%) might be the result of many factors such as an older phone. In conclusion, it would appear that the wireless carriers in Utah are fulfilling the FCC mandate and that 95% of wireless calls are Phase II compliant. Another discovery was that there is not a lot of difference between rural and urban PSAPs in that some rural PSAPs have high percentages of Phase II calls, and some urban PSAPs were not so high in this respect, and it is suspected that this has to do with the automatic re-bid issue. **Kevin** concluded the discussion by extending an invitation to all PSAPs to send him a request if they would like to see their Phase II statistics.

6. Sub-Committee Status Update – Deb Mecham asked the Sub-Committee chairs to present their reports.

6.1 ECaTS Sub-Committee – Justin Grenier distributed a call answer report that showed a breakdown of speed of call answer per PSAP. The intent is to show how well our PSAPs are answering 9-1-1 calls according the NENA Standard. The columns ranged from 1 thru 10 seconds, with the last column being greater than 10 seconds. The top row per PSAP shows the number of calls answered for each time factor, with the bottom line showing the appropriate percentage of all calls for that particular time frame. The NENA Standard recommends that 90% of 9-1-1 calls be answered within 10 seconds, so where appropriate, a red font identifies which PSAPs meet or beat this Standard.

6.2 Grant Review Committee – Randy Auman indicated that there were no grants currently under review. He did wish to address the Grant Matching issue, and referred to our current rules which state counties of the first class match at least 30%, counties of the second class match 20%, and counties of the third through sixth class 10%. He indicated that there were three grants that slipped by with no grant match funds applied to the application – Millard, Juab, and Sanpete. It was his suggestion that the grant applications be modified to include the appropriate match of 10%. It was decided that a notice be drafted outlining the issue and sent to each of the counties to ascertain how they wish to proceed, and to make this an agenda item for our regular March Committee meeting.

- 6.3 NG9-1-1 Sub-Committee – Kevin Rose** had no update to the Committee in this regard.
- 6.4 Legislation Sub-Committee Update – Tina Scarlet** was ported that nothing has changed with respect to the proposed updating of the legislation. Most of the changes consist of updating the language in the statute to conform to today's technical jargon. Other changes included removing the Phase II language and broadening the scope of the legislation to include Next Generation. There is also the possibility of increasing our funding from 8 to 11 cents. The changes also include the addition of a representative from Tooele County. She went on to report that she is working with an analyst and **Representative Dee** to get everything ready for the next session of the Legislature. Tina reassured the Committee that **Senator Harper** and **Representative Dee** are both very supportive of our efforts, and want to keep Utah in the forefront when it comes to 9-1-1. **Tina** offered to email **Eric** a draft of the changes for further distribution to the Committee.
- 6.5 Standards Sub-Committee – Kraig Kaizumi** updated the Committee of the progress of his Sub-Committee. He reported that he and Eric attended to Priority Dispatch to discuss the EMD situation in Utah. They pledged to do whatever they can to ensure that telecommunicators are properly certified and recertified as appropriate, and would consider doing regional training if that is what is needed. They also agreed to provide a list of the PSAPs that use their EMD product and also to include a list of telecommunicators who are currently certified in the EMD protocol, and those that have lapsed certifications. In addition, they agreed to provide a list of which agencies use ProQA and which use card sets. With regard to the PSAP surveys, **Kraig** has one left to do which he plans to get handled next week. We can then begin to collate the results. **Kevin** suggested that we go through the PSAP survey data and come back with a presentation with the results at the next meeting.
- 6.6 Communications Task Force** – The next Communications Task Force meeting is scheduled for April 2014.
- 6.7 Strategic Plan Development – Alan** asked **Eric** to expand on the one-page draft that was created after the first meeting of the Strategic Plan Sub-Committee. It should be modeled on the SCIP document. This should be done in time for the next regular Committee meeting.
- 7. POST Certification – Deb** reported to the Committee that this Sub-Committee has been working on a PowerPoint presentation, the objective of which is to meet with the various Chiefs and Sheriff's organizations to present our ideas as to where this needs to go. We are on the agenda for the Chief's March conference to give the presentation, and they hope to be on subsequent agendas throughout the year. Interim discussions with Chiefs and Sheriffs appear to be positive, and the support in there.
- 8. Wireless Phase II Coverage in the Southern Regions of Utah** – Kevin reported that there is no enhanced 9-1-1 service for landline telephones. The big concern was whether or not there is Phase II service in that region, and we were able to determine that this service is in place. Wireless 9-1-1 calls are routed to San Juan Sheriff's Office PSAP. Landline calls are forwarded to an 800 number and routed to San Juan as well. Addressing of the Navaho Nation continues to be an ongoing problem. The cost of getting CAMA trunks from the Reserve to the selective router is significant.

9. Round Table – Jeremy Raymond raised the issue having to classify our records for the purpose of retention schedules. It was established that all of our records are exempt from GRAMA requests. **Kevin** affirmed that our records are classified under statute as exempt.

10. Motion to Adjourn – A motion to adjourn the meeting was made by **Randy Auman**, seconded by **Justin Grenier**. The motion passed with a unanimous vote. Carried.

Next Scheduled Regular Meeting: Thursday, February 20, 2014 @ 10:00 AM MDT, St. George Police Department, 265 North 200 East, St. George, UT 84770-2850

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