



Regular Meeting Minutes

June 26, 2014

Gary R. Herbert, Governor
Alan Workman, Chair

Committee Member Attendees

Melanie Crittenden
Scott Freitag
Justin Grenier
Kraig Kaizumi
Karl Kuehn
Deborah Mecham
Kathy Quarnberg
Shelley Peterson
Kevin Rose
Tina Scarlet
Lesa Wilson
Alan Workman

Representing

Mountainland Association
Salt Lake County
Five County Association
Rural Incumbent Local Exchange Carrier
Davis County Layton PD
Utah County
Six County Association of Governments
Bear River Association
Utah Department of Technology Services
Weber County
Rural DPS
Urban DPS

Committee Members on Bridge

Danny Neds

Representing

Wireless Communications Carrier

Staff Members Present

Kevin Bolander
Eric Parry

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

Invited Presenters

Britni Brozo

PPBH

Staff Members on Bridge

N/A

General Attendees

Jennifer Stefanoff
Andrew Howlett
Max Iwaniec
David White
Regina Nelson
Steve Proctor

Representing

DPS/Price Communications
CenturyLink
CenturyLink
CenturyLink
Tooele County Sheriff's Office
UCAN

General Attendees on Bridge

Bert Granberg
Barry Horsley
Chris Rueckert
Laonna Davis
Ezekiel Barlow
Jeff Monson
John Morgan
Mark Whetsel
Beth Todd

Representing

AGRC
Carbon County
DPS/Salt Lake Communications Center
DPS/Uintah Basin Communications Center
Colorado City
VECC
VECC
VECC
VECC

Minutes

The meeting was called to order by Committee Chair **Alan Workman** at 1304 MDT.

1. **Minutes: Motion** to approve the corrected minutes of the Utah 9-1-1 Committee meeting held May 14, 2014, was made by **Kathy Quarnberg**, seconded by **Melanie Crittenden**. 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 **\$3,397,983** remaining in the grant fund.
 - 2.3 **CAD Fund Appropriation – Joe Brown** advises that in accordance with HB155, Line 2154, an appropriation should have been sent to Admin Services. Computer Aided Dispatch Restricted Account created in Section **63H-7-310**. Eric to check with UCA after July 1.
 - 2.4 **Approval of Financial Report** – A motion to accept the Financial Report was made by **Justin Grenier**, seconded by **Karl Kuehn**. The motion was approved by a unanimous vote. Carried.
3. **Grant applications**
N/A
4. **Public comment**
 - 4.1 **Kraig Kaizumi** was recognized for his service to the Committee, and in particular, his work done with chairing the Standards Sub- Committee. He has agreed to continue with his involvement with the work being done with our Standards issues.
 - 4.2 **Max Iwaniec** announced that CenturyLink is sponsoring a two-day technical forum for PSAPs. It will showcase Intrado's (July 26) and Cassidian's (July 27) CPE equipment. A light lunch will be provided.
5. **Committee Business**
 - 5.1 **Committee Membership Update – Shelley Peterson and Karl Kuehn** were welcomed as newest Committee members. **Shelley** replaces **Randy Auman** (Bear River Association), and **Karl** replaces **Tom Norvelle** (Davis County). In addition, **Kevin Rose** has transitioned to Operations Manager at Weber Area Dispatch. Our understanding is that **Kevin** will replace **Tina** as the Weber County representative. We therefore need to recruit a new IT representative to fill Kevin's vacancy. As of July 1, 2014, our four commercial members (**Jim Thomas, Kraig Kaizumi, Danny Neds and Garrett Rees**) will have completed their tour of duty.
 - 5.2 **Legal Services – Kevin Bolander** briefed the Committee concerning his future involvement as our legal advisor. He indicated that the AG's department is going through a reorganization and that if we want him to continue with us, we will most likely need an MOU set up. **Kevin** to determine what is going to be required and provide other details such as an hourly rate. Since he has been working with the Committee for almost two years and is very familiar with our affairs, it makes perfect sense to keep him as our legal advisor.
 - 5.3 **Tax Revenue Distribution** – **Eric** briefed the Committee that the May report has been received from the Tax Commission. It has been included in the packet as well as an updated trend chart.
 - 5.4 **PPBH TV Buy Summary & 2015 Campaign Discussion – Britni Brozo** briefed the Committee regarding our 2014 public education campaign and asked that we start thinking about our 2015 campaign. She showed a slide presentation that outlined every aspect of the

program components. Her slide deck will be posted to the Committee website. The idea of having many of our TV ads appear during the Olympics met with a great deal of success. Another strategy used was to place mobile ads during the times of the year when we know call volume goes up. There were 683 TV spots that ran during the Olympics (this included paid as well as bonus spots). She reported that we had a “reach “ of 99.5% of adults in the age range of 25 to 54, and that each person may have seen the ads as many as 8.8 times. The actual value of the buy which includes bonus airings was in the range of \$141K. The online campaign started in May and will end on July 6, 2014 and so far about 9.8M people saw the mobile ads. Of that, there were about 57K “click-throughs” which means that is how many people clicked on the ad. A further enhancement to our mobile website was to add the capability to deliver non-emergency number information based on the location of the device. This could not have been done without the assistance of the AGRC. She suggested that we continue to use both TV ads as well as the mobile ads. **Kevin** Rose wondered if there was a way to track how many people actually called a non-emergency number through the mobile website. **Britni** offered to check to see if that was possible and report back to the Committee. Bert Granberg commented that we need to be reviewing the maps and jurisdictions for the non-emergency contact information. He offered to present a map view of what we are discussing. Most people are now using their mobile phones compared to PCs or tablets to access the state 9-1-1 webpage. Further details of the campaign may be found in the posted slide presentation. We need to start thinking about the upcoming year and what we want to do, as it was felt that texting to 911 will be an issue. Because texting to 911 is a whole new issue, new ads and TV spots will need to be developed; therefore, we will need to budget accordingly. **Karl** raised the issue of pocket dials as well as children playing with phones continue to plague PSAPs everywhere, and we should look at a campaign aimed in that direction. He went on to state that PSAPs spend a lot of time trying to track down these types of calls. **Britni** raised the issue of anecdotal stories of people waiting a long time for their 9-1-1 calls to be answered, busy signals, as well as being put on hold after being answered. **Kevin** suggested that we might want to consider having an ad that says “don’t hang up when calling 9-1-1” or something along those lines. **Britni** further commented that TV ads may not be geographic centric, but there are ways to geocode online ads that are geocentric. We need to be mindful of the core message is to call 9-1-1 first and not to text unless there are no other options for reaching 9-1-1. Kevin raised the issue of what happens when the 9-1-1 trunks connecting a PSAP to a central office get loaded with calls? Does the next caller get a fast busy? Andrew Howlett replied to this question saying that the caller would get a busy signal; however, he went on to state that CenturyLink is constantly monitoring the trunks for this condition and would flag the situation if it was believed it could be an issue.

5.5 AGRC – Proposed Roster for the GIS Working Group – Bert Granberg presented a proposed list of GIS Working Group members needed as resources for the next steps with Next Generation 9-1-1. He suggested that we have a statewide diverse group with various areas of expertise in public safety as well as people who are GIS knowledgeable. He proposed that the group get together for a half-day meeting in August to start working towards a GIS/NG plan. This would include the role of GIS in the Next Gen architecture, as well as another section that would go into detail on our current capabilities across the state. It would be informative for the folks that are just getting into this, as well as a good refresher for the more knowledgeable. A strategy for moving forward with an implementation could also be developed. The plan would then be presented to the Committee for approval. This would include a scope, areas of responsibilities, schedule, budget, and any other thing required to getting this moving forward. The member list he is proposing is well-rounded and representative of the diversity of needs across the state. Hopefully we can have a plan prepared for early Fall for review and consideration and start the process. **Kevin** suggested we add a city GIS person to the proposed working group, and Deb suggested we add her MSAG coordinator, **Noreen Stone**, from Utah Valley. **Bert** to work with **Eric** to finalize a list.

5.6 Smart 9-1-1 – Karl gave a brief presentation on his PSAP’s experience with Smart 9-1-1. They went live with this system last October, and have had great success with it. Rave Mobility, who

markets and sells this system have been very attentive to the needs of the 9-1-1 community. Smart 9-1-1 provides additional ALI-style information from a profile that has been completed by the mobile or land-line subscriber. It may contain a broad range of information designed to be of value for first responders. He reported that it solves a lot of location of caller issues, as well as other emergency response centric information. Users can log onto the Smart 9-1-1 website and can create their profiles free of charge. If they were to travel to another part of the USA, and happen to place a 9-1-1 call to a Smart 9-1-1 enabled PSAP, their profile pops up. PSAPs cannot data-mine the information that has been entered in the various profiles. They can ping the phone for location information up to 45 minutes after the call, and they can text to a phone for misdials. It appears that people are more likely to respond to a text than a voice call from 9-1-1, and this system can send a text message to any text enabled phone that calls 9-1-1. Insofar as a statewide roll out, the cost could be in the range of \$3K – \$4K per call taking console per year, and there are about 110 call taking consoles that are actively used as call taking positions in Utah. There is a one-time installation charge. The application is installed on all consoles but we are only billed for the ones that are actually designated as call taking positions. Arkansas has done a statewide roll-out and other states are looking at doing the same. There are about 400 PSAPs across the country that have gone ahead and implemented this system. Smart 9-1-1 has promotion material templates ready to go. Dispatcher training on the system is fairly simple and intuitive. It was suggested that a brief presentation on this system could be done at the PSAP Manager's Workshop in August. It was also suggested that a north/south presentation similar to the Task Force could also be done. It was decided that the next step should be to host a day or half day training to talk about this and other significant issues facing Utah PSAPs. It was suggested that **Alan** to get with **Eric** to set up a demo for PSAP managers at a central location in the state.

6. Sub-Committee Status Updates:

- 6.1 ECaTS Sub-Committee – Justin Grenier** gave a briefing concerning the discovery of the inability of ECaTS to track outgoing calls. This issue was noticed on all of the multi-node PSAPs, and it appeared that this feature stopped working when the PSAPs switched to the multi-node configuration. CenturyLink has since gone out to all of the Viper CPE PSAPs and has completed a software upgrade to enable this feature. All of the data has been recovered and is available now through ECaTS. **Karl** further reported that some of his ECaTS data had been altered by an ECaTS tech without his authorization. It was agreed that no alteration or modification to PSAP ECaTS data should be allowed. The issue of being able to see individual operator information is available through ECaTS for the Viper system only; however, Cassidian is working on a patch that would enable this feature. Concerning the ability to see TTY information, it is observable in the Cassidian raw data stream, and we are not sure about the Viper system. We the ongoing development of the ECaTS forms and reports, we are approaching the point where ECaTS will be able to do all of what Aurora is capable of doing. Users are encouraged to call **Justin** if they encounter any issues with ECaTS reports. **Justin** has also volunteered to work with ECaTS to run summary reports as required by the current grant application. **Karl** also indicated that there will be an ECaTS presentation at the PSAP Manager's Workshop on August 25.
- 6.2 Grant Review Committee – Deb Mecham** raised the issue of the grant timeline discussion at our last meeting. Her concern is that we would have a pre-application seminar in July or August of this year. It was felt that this might not be doable due to the issues with transitioning to the UCA. **Karl** commented that his PSAP has invited Intrado and Cassidian to do equipment demos in order that they look at all their options for CPE. In addition, it was suggested that we needed to send a notice out to the PSAPs requesting that notices of intent be sent to us before January 2015. It was agreed that Eric and Steve need to get together to start this and other processes moving forward. As well, it was suggested that we meet the morning of August 21 to further hash out the grant application process. **Randy Auman** has retired and therefore we need a new chair for this Sub-Committee. **Kevin Rose** was volunteered to be the new chair of this Sub-Committee, and **Shelly Peterson** has also agreed to be on this Sub-Committee. **Kevin**

reported that we have just received a grant application from Davis County and will be reporting back to the Committee next month.

- 6.3 NG9-1-1 Sub-Committee – Kevin** reported that it was decided that we are not going to do a new RFP for CPE equipment at this time. He also reported that we will be encouraging PSAPs that are planning to upgrade that they should migrate to the ESInet. We are planning to move forward with getting a contract established with UCA and CenturyLink to take over the backbone network as soon as possible. **Kevin** to work with CenturyLink to get the PSAP transition cost chart updated.
- 6.4 Legislation Sub-Committee Update** – It was decided this Sub-Committee should stay active in order to begin planning suggested changes to the new legislation, and that **Tina** should remain as the chair.
- 6.5 Standards Sub-Committee – Kraig** reported that the letters from PDC have gone out to the PSAPs and that we should be discussion next steps. It was decided that the Committee should do whatever we can to resolve the existing EMD issues. A one-time effort to get certain PSAPs up to speed on this issue. There are issues around certification and recertification as well as issues around the proper use of the protocol. **Kevin** made the point that PSAPs do not have a choice concerning the use of EMD, and that they are obligated by statute to provide this service, and that it is our collective responsibility to help them get there. We should probably do visitations to the PSAPs to determine what their needs are, and then go from there. **Kevin** suggested that we should be funding Counties of the third through sixth class in this regard and that this falls within the terms of the legislation for rural counties. Steve Proctor suggested that this issue needs to come before the UCA Board as there is representation on the Board from rural areas in the state. It was further decided that the Committee members visit the PSAPs that they represent to determine what the needs are to move this forward to a successful resolution. It was decided that **Eric** should reach out to the non-present Committee members and encourage them to visit their PSAPs as the other members are doing and report back.
- 6.6 Strategic Plan Development – Eric** reported that he has updated the Strategic Plan and has incorporated much of the discussions from our Park City meetings.
- 7. POST Certification – Deb** reported that they are still working on a letter to be sent to the Sheriff's Association and the Chiefs of Police association to further lobby for their support for POST certification of all PSAP personnel. They are also pursuing a meeting with the Fire Chiefs as well.
- 8. July Meeting – Change of Date** – It was suggested the Committee give consideration to moving the July meeting from the 17th to the 15th as well as changing the venue to VECC.
 - 8.1.1 Motion** - It was moved by **Justin Grenier**, seconded by **Karl Kuehn**, *“that the July meeting be changed to 10:00 am on July 15, and that the venue be changed to Valley Emergency Communications Center.”* The motion carried by a unanimous vote.
- 9. Round Table**

The issue of a vice chair was suggested by Kathy Quarnberg, and this will be added to the agenda for the next meeting.
- 10. Motion to Adjourn** – A motion to adjourn the meeting was made by **Kathy Quarnberg**, seconded by **Lesla Wilson**. The motion passed with a unanimous vote. Carried.

Next Scheduled Regular Meeting: Tuesday, July 15th, 2014 @ 1000 MDT, Valley Emergency Communications Center, 25360 South Ridge Village Drive, West Valley City, UT 84118-4100

WEBEX LINK: <https://stateofutah-2.conferencinghub.com/CenturylinkWeb/EricParry>

After connection choose: "ENTER AS GUEST"

Telephone Bridge: 877.820.7831; PIN: 417860#