



Regular Meeting Minutes

July 15, 2014

Gary R. Herbert, Governor
Alan Workman, Chair

Committee Member Attendees

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

Representing

Mountainland Association
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
Rural DPS
Urban DPS

Committee Members on Bridge

Scott Freitag

Representing

Salt Lake County

Staff Members Present

Eric Parry
Steve Proctor

State 9-1-1 Program Manager
UCA

Invited Presenters

Steve Irving
Jay Malin

Agent511
Agent511

Staff Members on Bridge

N/A

General Attendees

Zack Beck
Diana Gijsselaers
Barry Horsley
Dee Bird
Chris Rueckert
Jennifer Stefanoff
Max Iwaniec
Destry Lazenby
David White
Bryan Low
Regina Nelson
Jake Hunt
Kira Slawson
Jeff Monson
John Inch Morgan
Gigi Smith
Mark Whetsel

Representing

AGRC
Cassidian
Carbon County
Davis County Sheriff's Office
DPS/Salt Lake Communications Center
DPS/Price Communications
CenturyLink
CenturyLink
CenturyLink
Logan PD
Tooele County Sheriff's Office
UCA
URTA
VECC
VECC
VECC
VECC

General Attendees on Bridge

Carolyn Flores
Bill LePoidevin

Representing

Emergency CallWorks
Emergency CallWorks

Minutes

The meeting was called to order by Committee Chair **Alan Workman** at 1308 MDT.

1. **Minutes: Motion** to approve the corrected minutes of the Utah 9-1-1 Committee meeting held June 26, 2014, was made by **Kathy Quarnberg**, seconded by **Melanie Crittenden**. The motion was approved by a unanimous vote. Carried.
2. **Financial report:**
 - 2.2 **Projected Available Funds Remaining** – There is about **\$3,397,983** remaining in the grant fund. Several questions were asked concerning the transition of funds from the DPS restricted account to the UCA. Steve Proctor stated that a complete financial report will be ready for the next meeting.
 - 2.3 **CAD Fund Appropriation** – **Eric** to follow up with Kathy Trees to get solid numbers on appropriations for the next meeting.
 - 2.4 **Approval of Financial Report** – A motion to accept the Financial Report was made by **Karl Kuehn**, seconded by **Justin Grenier**. The motion was approved by a unanimous vote. Carried.
3. **Grant applications**
 - 3.1 **Davis County Year 6 Maintenance** – **Dee Bird** was invited to present the grant application for the David County Sheriff's Office for the costs of year 6 maintenance on their CPE. He explained that the year 6 maintenance will buy them time to decide on what they will be doing to upgrade their CPE.
 - 3.1.1 **Motion** - It was moved by **Deb Mecham**, seconded by **Kathy Quarnberg**, *"that the grant application in the amount of \$22,431.22 be approved."* The motion carried by a unanimous vote.
 - 3.2 **DPS/Price Communications** – **Jennifer Stefanoff** was invited to present the grant application for the DPS/Price Communications & EOC CPE upgrades and year 6 maintenance on their legacy CPE. There were questions concerning the operation and configuration of the EOC. As well, **Karl Kuehn** asked about the Aurora MIS system. **Jennifer** responded that the EOC is fully capable of receiving and dispatching calls for service. She responded that she uses Aurora to run stats on individual dispatchers and that ECATS is not capable of providing that level of detail for individuals in the PSAP. **Kevin** commented that we have had the Aurora discussion at previous meetings, and reiterated the need to have a description of the CPE MIS in future RFPs that we may publish. It must state that all information must be sent the CDR port. In the case of this grant application, the Aurora MIS is costing \$25K. He went on to state that it doesn't take long for these costs to add up. **Justin** reported that Cassidian is working enhancing the Vesta 4 MIS but that it might take anywhere from a few months to a year to get there. He went on to suggest that we might use the CenturyLink technical days to pose these questions to Cassidian and Intrado.
 - 3.2.1 **Motion** - It was moved by **Justin Grenier**, seconded by **Kevin Rose**, *"that the grant application in the amount of \$355,544.17 be approved."* The motion carried by a unanimous vote.
4. **Public comment**
 - 4.1 **Alan Workman** congratulated **Kevin Rose** on the occasion of his birthday which was yesterday.
5. **Committee Business**
 - 5.1 **Committee Membership Update** – **Eric** reported that it was pointed out by Deb Mecham that when a Committee member replaces another Committee member who has not completed his or

her respective terms, that the replacement assumes the respective chronology of the resigning member. This would apply to both **Shelley Peterson (replacing Randy Auman)** as well as **Karl Kuehn (replacing Tom Norvelle)**. Eric to confirm with this with **Cherilyn Bradford**. It was also reported that **Regina Nelson** has been successfully nominated by the Wasatch Front Regional Council and is awaiting appointment by **Governor Herbert**. In addition, **Kevin** and **Tina** are working to prepare documentation that will allow **Kevin** to become the Weber representative. This would mean that **Kevin's** former position (DTS) now becomes the SWIC representative which has yet to be staffed. Eric to monitor with Steve Proctor concerning the staffing of the SWIC position.

- 5.2 Legal Services – Kevin Bolander** is still in the process of reviewing an MOU and will provide that information when completed.
- 5.3 Tax Revenue Distribution – Eric** briefed the Committee that the June report has been received from the Tax Commission. It has been included in the packet as well as an updated trend chart. The formula calculations in the trend chart were called into question. **Eric** to distribute the spreadsheet for review by Committee members to ensure that the trending calculations are computed correctly. It was also suggested that the report be displayed in as a bar-chart.
- 5.4 Agent511 – Jay Malin** presented an overview of AGENT511. This product is a text-to-911 and the presentation centered on how AGENT511 works and which agencies are currently using it. The product is currently being used as a text-to-911 solution for Greater Harris County, Texas, as well as throughout Canada. Benefits include local policy routing, more accurate device location, as well as multimedia capabilities. This presentation is intended to introduce the Committee to what has to happen with text-to-911. It is also intended to provide an overview of a possible statewide state of the art, easy, and practical text-to-911 solution. A pdf version of the presentation will be posted on the Committee website.
- 5.5 Greater Wasatch Multi-Node Network Reimbursement – Mark Whetsel** gave a brief historical review of the Committee's funding of the network portion of the multi-node network. The current extension of funding was done in November 2013, and expires July 2014. He requested that the Committee consider a month-to-month funding arrangement until such time as the UCA, the 9-1-1 Committee and CenturyLink have agreed to, and established, a contract in this regard. A six-month time frame was discussed for funding approval. CenturyLink to proceed with a contract proposal hopefully in time for consideration by the Committee and UCA for the August meeting.
- 5.5.1 Motion** - It was moved by **Deb Mecham**, seconded by **Karl Kuehn**, *“that network reimbursement for the multi-node be extended up to another six months, and that a status report of the contract progress from VECC be provided at the next meeting.”* The motion carried by a unanimous vote.
- 5.6 Map View of Non-Emergency Mobile Website Calling Zones – Zach Beck** provided the Committee with an overview of the challenges of ongoing accuracy of the non-emergency service boundaries in the mobile website database. During the migration away from zip codes, the actual boundaries need to be reviewed and corrected as needed. The next steps would be to get resources that are familiar with the actual boundaries to review what is there now and provide input back to the AGRC and PPBH to get the boundary database to be as accurate as possible. Currently there about 500 non-emergency service areas in Utah the need to be checked. Eric to put a pdf version of the presentation on the Committee website and also send the link out to all Committee members. They will need our assistance to review the various boundaries across that state. The list can be accessed at <http://goo.gl/VxPQbp>. **Kevin Rose** suggested that the status report of boundary information should be considered as part of our Rules concerning grant applications. **Justin** commented that there is no mechanism in place that keeps track of boundaries or boundary changes and PSAPs have not been keeping this

information up-to-date. The issue of which phone number should appear on the list, and it was agreed that whatever number appears should be one that is answered on a 25/7 basis. It was further suggested that certain agencies might want to have a general information line listed as well as a contact number for dispatch. **Zach** commented that there is a field for hours of operation. It was decided that the Committee members should initiate the process by looking at their respective PSAP regions and provide a status report at the next Committee meeting.

5.7 Election of Vice-Chair – Alan introduced this matter which came out of our last Strategic planning meeting. The idea is that the Vice-Chair would cycle into the Committee Chair position and in essence provide the Vice Chairperson with the experience needed upon assuming the actual Chair's position.

5.7.1 Motion - It was moved by **Deb Mecham**, seconded by **Kevin Rose**, *“that Justin Grenier be appointed the 9-1-1 Committee Vice-Chair.”* The motion carried by a unanimous vote.

5.8 Election of the 9-1-1 Committee Representative to the UCA Board - Alan introduced the requirement of HB155 that created a UCA Executive Board position for a person that would represent the 9-1-1 Committee. The person should be someone who is not currently a member of the UCA Executive Board. **Scott Freitag** offered his name as he felt that Salt Lake City needs to continue to be more open to regional issues and that he feels that this would be a good step on the right direction. **Kevin Rose** offered his name as he feels that his broadband experience would be a good thing for the UCA Executive board.

5.8.1 Motion - It was moved by **Deb Mecham**, seconded by **Shelley Peterson**, *“that Scott Freitag be appointed to represent the 9-1-1 Committee on the UCA Executive Board.”* The motion carried by a unanimous vote.

5.9 SMART911 Demo For PSAP Managers – Alan reported that we are still in the process of organizing two one-day sessions that would include **Karl** doing a SMART911 demo as well as some leadership and training sessions for PSAP managers. **Karl** commented that the SMART911 demo would take maybe an hour or so. It was further suggested that this might be a good opportunity to update PSAP managers on the new UCA organization and how the 9-1-1 Committee fits into the UCA. It was decided that Richfield and Layton could be the host locations for this. We need to come up with some dates in September. **Eric** and **Alan** to work with **Kathy** and **Karl** to get some dates lined up.

5.10 Moving Forward on Strategic Planning Issues & Timelines – Deb introduced this item and reported that she would like some clarification some of the issues that were discussed over the past few months. There are a lot of things that the Committee decided we need to do, and the status of these next steps needs to be further discussed and timelines defined. The list includes the GIS working group, grant requirements, grant orientation session for PSAPs, ESInet migration, CAD aggregator study and RFP, Efficiency study RFP, etc. Alan commented that we need to stay on track with these issues and that it would be a good idea to put some timelines in place to keep us all on task. A master spreadsheet on the projects that we have going would be a good idea, and that the chairs of the newly established sub-committees need to each have an initial meeting to jump start their tasks. As the meetings occur, their respective issues, questions, and timelines can be addressed and organized into a google-doc style spreadsheet. It was suggested that this matter become an agenda item and that we get going on these things at the beginning of September.

6. Sub-Committee Status Updates:

6.1 ECaTS Sub-Committee – Justin Grenier reported that there is an ongoing effort to combine grant related statistics into a smaller, one-button push type of report generation for PSAPs. Currently there is no easy way to condense the reports which can be as long as fifty or sixty pages. We have sent a copy of the grant application to ECaTS for their perusal and suggestions for a solution. Hopefully we will be able to have a solution in time for our next

meeting. **Kathy** raised the issue of ECaTS not being able to provide reports that the Aurora system generates, specifically the individual operator report. **Justin** commented that ECaTS can do TTY reports, and that he has sent a list of the Aurora reports to ECaTS for their consideration. Eventually it is expected that ECaTS will become our sole MIS system and that the Aurora system will no longer be necessary. This potentially could save the Committee a considerable amount of funds. He hopes to be able to come back to the Committee with enough information to allow a decision on the eligibility or the Aurora MIS funding. It was also suggested that equipment functionality needs to be part of the eligibility of the CPE products in Utah. In addition, we have discovered that ECaTS is much more supportive of developing reports at no charge to the Committee, whereas Cassidian has implied that they there would be development fees for customized or non-standard reports. **Karl** echoed **Justin's** comments that no report is perfect, and that we do need to see what is behind the numbers that come up as there are always anomalies that can skew the data. **Kathy** suggested that a document should be prepared that would help PSAPs with running their reports, creating spreadsheets, bar graphs, etc. PSAPs are encouraged to email their questions to **Karl**.

6.2 Grant Review Committee – Kevin Rose will report progress at the next meeting.

6.3 NG9-1-1 Sub-Committee – Kevin Rose will report progress at the next meeting.

6.4 Legislation Sub-Committee Update – Alan reported that there have been two regional Communications Task Force meetings held in Richfield and Vernal. There were great comments and questions offered from the attendees, and recognized **Steve Proctor** as having done a great job of describing the new UCA organization, 9-1-1 funding, and other related issues at both meetings. **Alan** commented that both **Senator Harper** and **Rep. Dee** recognize the importance of 9-1-1 and very supportive of what we do. Together they presented **Laconna Davis** with her 25 year service award.

6.5 Standards Sub-Committee – Kraig reported that the Sub-Committee had planned a meeting that had to be cancelled at the last minute, but that he hopes to get his group together in the very near future. We need to continue our efforts to improve EMD in the state, and this remains a top priority for us. We need to compose a letter to our Committee members that includes information on certification and recertification costs. This will be done as soon as possible following the Sub-Committee meeting.

6.6 Efficiency Study – Deb reported that she has reached out her Sub-Committee members and is in the process of organizing their first meeting. They will be looking at the issues identified in the Weber meeting, and consider any other factors that may arise and next steps.

6.7 CAD – Karl reported that he is in the process of gathering information for their first meeting. He reported that the District of Columbia has done a very similar thing in their region and he is working on getting a copy of their RFP.

7. Strategic Plan Development – Eric reported that he has will continue to update the Strategic Plan.

8. POST Certification – Deb reported that they are continue to work 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.

9. August Meeting – The next meeting will be determined by the direction that UCA wishes to pursue insofar as when they will decide to hold their regular meetings. Eric to update the Committee when this decision has been made, and will schedule our meetings for the morning on the same day.

9.1 Motion - It was moved by **Kathy Quarnberg**, seconded by **Melanie Crittenden**, *“that the 9-1-1 Committee meetings be held the morning of the day that the UCA determines their regular meetings.”* The motion carried by a unanimous vote.

10.Round Table

11. Motion to Adjourn – A motion to adjourn the meeting was made by **Deb Mecham**, seconded by **Kathy Quarnberg**. The motion passed with a unanimous vote. Carried.

Next Scheduled Regular Meeting: Date and time to be determined. Valley Emergency Communications Center, 25360 South Ridge Village Drive, West Valley City, UT 84118-4100

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

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