



# Regular Meeting Minutes

October 28<sup>th</sup>, 2014

Gary R. Herbert, Governor  
Alan Workman, Chair

## Committee Member Attendees

Melanie Crittenden  
Scott Freitag  
Justin Grenier  
Karl Kuehn  
Deborah Mecham  
Regina Nelson  
Kathy Quarnberg

## Representing

Mountainland Association  
Salt Lake County  
Five County Association  
Davis County Layton PD  
Utah County  
Wasatch Front Regional Council  
Six County Association of Governments

## Committee Members on Bridge

Shelley Peterson  
Jeremy Raymond  
Kevin Rose  
Alan Workman

## Representing

Bear River Association  
Uintah Basin Association  
Weber County  
Urban DPS

## Staff Members Present

Kevin Bolander  
Eric Parry  
Trish Nelson  
Steve Proctor

Attorney General's Office  
State 9-1-1 Program Manager  
UCA  
UCA

## Invited Presenters

N/A

## Staff Members on Bridge

N/A

## General Attendees

Joe Blaschka  
Kordine Nelson  
Jennifer Stefanoff  
Max Iwaniec  
David White  
Bryan Low  
Rachel Moore  
Todd Miller  
Scott Sisman  
Jake Hunt  
Laonna Davis  
Jeff Winterton

## Representing

ADCOMM Engineering  
DPS/Price Communications  
DPS/Price Communications  
CenturyLink  
CenturyLink  
Logan 911  
Provo PD  
Rave Mobility Safety  
Rave Mobility Safety  
UCA  
DPS/Uintah Basin Communications Center  
Wasatch County Sheriff's Office

## General Attendees on Bridge

Andrew Howlett  
John Joseph  
Linda Petty

## Representing

CenturyLink  
GEOCOMM  
DPS/Cedar Communications

## Minutes

The meeting was called to order by Acting Committee Chair **Justin Grenier** at 10:10 MDT.

1. **Minutes:** There were errors noted in the published minutes. The figures for the CAD to CAD project as shown on page 4 as well as the description of one PSAP was incorrect. **Eric** to get with **Melanie** to get these fixed. Jeremy raised the issue of the closed meeting as described in the minutes as it is unclear if the session went forward or if it was terminated. Kevin Bolander stated that we need to add the reason for the closed meeting, and that a Closed Meeting Affidavit needs to be completed by the Chair and attached to the minutes. Eric to add when Captain Workman completes the affidavit. **Deb Mecham** noted that there was no notice for the closed meeting on the Agenda and also asked if had occurred. At this point, **Steve Proctor** commented that the Committee did not actually go into closed meeting as **Kevin Bolander** advised them not to, and subsequent advice from the UCA attorney indicated that the intent to hold a closed meeting needed to be posted on the meeting agenda. A **motion** to approve the corrected minutes of the Utah 9-1-1 Committee meeting held September 23<sup>rd</sup>, 2014, was made by **Melanie Crittenden**, seconded by **Karl Kuehn**. The motion was approved by a unanimous vote. Carried.
2. **Financial report:**
  - 2.2 **Projected Available Funds Remaining – Steve Proctor** presented the financial report. He reported that the actual available funds are about **\$2.4M** for upcoming Committee expenditures. He also expressed his concern that we need to have a simpler report that it less confusing and reflects the bottom line.
  - 2.3 **Approval of Financial Report –** A motion to accept the Financial Report was made by **Kathy Quarnberg**, seconded by **Deb Mecham**. The motion was approved by a unanimous vote. Carried.
3. **Grant applications**
  - 3.1 **N/A**
4. **Public comment**
  - 4.1 **N/A**
5. **Committee Business**
  - 5.1 **RAVE Mobile Safety/Smart911 – Karl Kuehn** reported that he has continued to survey PSAPs across the state that were not at the presentations, and all have agreed to participate. There were a lot of positive remarks from those that attended, as well as questions regarding cost sharing. About 25% were unable to contribute; 55% said that they would be able to contribute a small amount per console, 20% could contribute more. He went on to report that there are about 10% of the PSAPs that would need either equipment or IT assistance to get this set up. A letter of support from the Utah Autism Coalition. He also referenced our strategic plan as well as our mission and vision statements that clearly support embracing new technologies and delivering a high level of service to all stakeholders and it also compliments our past efforts with Phase II technologies and our Public Education Campaign. He also reiterated the benefits to the call takers that this system would bring. **Jeremy Raymond** felt that this system is a good idea; however, his suggestion was that we need to incorporate the costs into our budget to ensure that we have the funds to pay for it over the long term. He also expressed concern over the time it might take to look up the information, relay that information to responders, and delay dispatch. He also suggested that each PSAP should decide if this is good for them and approach the Committee on a grant application basis. **Alan Workman** felt that a regional approach would result in a difference quality of service from one region to the next, so in his opinion a statewide approach is the way to go. **Karl** reviewed the functions and features of how

it works, and went on to explain that if there is a profile for the caller, that the info come up automatically. **Melanie** expressed concern over the fact that some PSAPs will need more technical support than others, and that its use might not be consistent across the state. In addition, there was concern expressed that this is a lot of money for a system that may not actually be used in the same way across the state. **Justin** commented that a positive marketing approach with the various stakeholder entities will be a factor in its success. **Steve** expressed concern, from a UCA perspective, who will be responsible to manage and oversee a statewide implementation? The UCA will ultimately be responsible for its roll out. He passed around a document that defined the State of Utah's responsibilities in the overall implementation. It asks for project management support, integration of information into PSAP SOP's, support for technical deployment, a public awareness campaign, and technical facilitation that includes access to the ANI/ALI spill, network connectivity, and any hardware necessary to complete the interface to the CPE. He felt that the scope of the management of the project is beyond the capability of the 911 Committee. It was suggested that we need to evaluate what the Committee's priorities are and is SMART911 one of them? Steve also suggested that it would be a good idea to reach out to other states to see how they implemented this product and how the implementation was managed. **Tina Scarlet** requested to make a public comment on this matter and reiterated that she felt this was a great product. She went on to describe the changes in our legislation that added an additional 1 cent to our fund to support the roll out of NG911 and pay for the connectivity of PSAPs across the state. She also pointed out that there will be about 15 PSAPs potentially coming to the Committee over the next couple of years for equipment upgrades, and that the need to have a well-planned budget for all of our issues is more important than ever. **Alan** weighed in and stated that although there are some obstacles to implementing SMART911, he felt that none of them were insurmountable, and suggested that we should try and look at the life-saving potential of this system rather than cost. Tina wished to clarify for the minutes that she did not wish to infer that her comments were politically based or putting a price on someone's life, but rather based on determining what the costs are of delivering our core issues and achieving our responsibilities as defined in our statutes. **Kevin Rose** commented that it would be a mistake to make a decision to spend these funds without being able to look at how this expenditure would impact our overall budget. **Steve** felt that we need to also include a five-year projection of staff costs, annual licensing costs, network and any other cost associated to this project. **Scott Freitag** expressed concern over the costs of public education and how we were going to approach a public education campaign on top of what we are spending on text-to-911. It was decided that a more in-depth picture of our potential budget commitments be developed for the next meeting, and that **Kathy** and **Eric** meet to work towards that goal.

- 5.2 Committee Membership Update** – **Eric** reported that **Kevin Rose** is now officially the Weber representative having replaced **Tina Scarlet**. The newly created SWIC position continues to vacant pending the hiring of the appropriate candidate by UCA.
- 5.3 Tax Revenue Distribution** – **Eric** briefed the Committee regarding the September and October reports. It appears that landline numbers have virtually leveled off, but our Point of Sale revenues are trending up at about 10%. There is a meeting with the Tax Commission planned to go over our revenue numbers and to answer any questions that Kathy Trees may have with regard to the Tax Commission and their collection and distribution methodologies.
- 5.4 Non-Emergency Mobile Website Boundaries** – **Eric** reported that work continues on these reviews. **Regina** raised an issue that was identified to her by one her fire stakeholders in that the Mobile Website link as it appears on mobile phones is called "Emergency 911". The comment was that if this is supposed to be a link to non-emergency numbers, why is it labelled in this way? **Eric** to reach out to Penna-Powers for the procedure to consider renaming the link to something more appropriate.

- 5.5 Legal Services MOU – Kevin Bolander** presented an hourly rate of \$93.11 for his legal services. We will need to get a revised MOU stating the hourly rate. **Eric** to work with Kevin to get this done. The UFA Board will have to approve the revised MOU.
- 5.6 ESInet Network Connection Costs – Eric** reported that he sent the CenturyLink spreadsheet out to the Committee members as soon as it was received. **Andrew Howlett** from CenturyLink provided an overview of how the numbers are calculated. He explained that these numbers should be considered for budgetary purposes and that some of the numbers for PSAPs outside the CenturyLink LATA will be subject to further verification. Justin requested that we be provided with a list of PSAPs that will be moving over to the ESInet, and that we expedite the PSAP transitions to the ESInet where possible. **Andrew** indicated that cut-overs to the ESInet will need to be coordinated with Intrado, and that they are backlogged as well. **Max Iwaniec** further commented that PSAPs in the process of upgrading already scheduled for cutover. CenturyLink continues to meet with PSAPs to proactively plan the upgrades well in advance of when they come due. **Kevin Rose** observed that we will have about 9 PSAPs where the cutover will actually be costing them more. This is due to the extra network charges involved to get them connected to the CenturyLink connection point. There are four PSAPs that are located in areas belonging to independent Telco's, and it may be appropriate to meet with these Telco's to ascertain if there is any opportunity to leverage the best tariff and get the best pricing. **Andrew** asked **Max** to investigate setting up some meetings in this regard. **Kira Slawson (UTA)** also offered to work with us to set these meetings up. **Steve** asked what the bandwidth requirements for these last mile situations would be, and Andrew reported that most of these PSAPs will have two-DS1's to provide for diverse routing. **Deb Mecham** asked if we are still going to wait before we make a decision to pay the one-time connection charges, and that it is her opinion that the Committee should be paying these charges statewide. A discussion ensued that debated the overall cost savings to PSAPs statewide as the migration to NG occurs. Karl pointed out that there would be a savings of about \$34K per month once all the PSAPs have switched over. It was also pointed out that the PSAPs that are not saving money have requested to be put at the very end of the cutover schedule. Karl observed that we should probably be moving forward with the PSAPs that will be saving money and save the losing PSAPs for last. It was decided that before we can move forward with a motion, we need to get connection costs from the independent carriers. On the other hand, there are PSAPs in the state that are anxious to move forward and start realizing their savings.
- 5.6.1 Motion** - It was moved by **Kevin Rose**, and seconded by **Deb Mecham**, *“that the Committee fund all of the non-recurring ESInet connection charges in the amount of \$125,243.50.”* The motion carried by a unanimous vote.
- Further discussion ensued on what mechanism PSAPs should use to apply for reimbursement in this regard. It was decided that a simple email with proof of payment to Eric would suffice.
- 5.7 Committee Rules Update - Eric** reported that he met with **Kevin Bolander** and has made several changes to our proposed Rules. There are a few outstanding issues that **Kevin** will be following up for the next meeting. These need to be completed and approved by December 26<sup>th</sup> so if we consider the need for a 30-day review period, it will be a challenge to meet this deadline. **Eric** asked Committee members to review the draft Rules and to provide any comments or concerns to him as soon as possible.
- 5.8 BEMS/Committee EMD Outreach Discussion – Steve Proctor** advised that Committee that the best way to approach this matter is to let the BEMS work with the PSAPs toward an effective resolution of these issues. Regina further commented that she has been working with the Bureau to assist with various changes and she offered, and they have accepted, to continue to liaise with the Bureau to monitor progress as well as to report back to the Committee if any further assistance is required.
- 5.9 ALI/MSAG/GIS Comparison – Wasatch County Pilot – Bert Granberg** provided an update on the progress of analyzing the transition from an MSAG/ALI database to a GIS base that will

be the foundation of NG911. He has established a committee that will be meeting on an as required basis to move this forward (note that the slide presentations were to be sent out to the Committee members but it was subsequently determined that they were too large to email). He reported that they have been able to get several PSAP MSAG data sets and have been able to geocode the ALI records against the statewide roads data set and also the statewide address point GIS layer. They were able to generate maps showing the correlation between what is in the ALI data set compared to the GIS address points. Anomalies can then be analyzed and hopefully resolved to increase the accuracy of ALI records and reduce MSAG errors. Follow up action required to resolve inconsistencies in the MSAG that have evolved over time. The second thing they will be working on is mapping the ALI data. For this pilot they were able to get a copy of the Wasatch County ALI data base, minus names, for comparison and analysis. They geocoded the addresses associated to each 10 digit landline to see where they were getting matches and where they were not. They discovered that the issues were related to various community and subdivision names that were being used for the same location, all of which were very easy to fix. In NG, community names must be specifically uniquely defined across the entire state. There is also a need to switch from lot numbers to specific addresses. In Wasatch, the match rate is very high (90%) and the effort needed to resolve issues in Wasatch will be minimal. We are also able to map the ALI record to a statewide overlay map, which in the example provided, shows that we had about 55% of address points that have ALI records on top of them. This has implications for reverse emergency notification, as well as situations where callers cannot speak to confirm their address. **Bert** also commented that the errors they are finding tend to be on the MSAG & ALI sides rather than on the GIS side. The last thing on **Bert's** agenda was a discussion concerning the obtaining of high resolution overlay photography data for the state. Currently, we have statewide, public domain, 1-meter resolution imagery which is updated every two or three years. This imagery, which provided by the US Department of Agriculture, is used on many call taking consoles and dispatch software throughout the state. Currently, about 5% of the state is covered by a 6-inch imagery which provides a dramatic increase in the quality of the imagery. In short, there are a lot of agencies that are very interested in obtaining this high-resolution imagery, particularly those that serve the Wasatch Front. There are several organizations offering to sell this high-resolution imagery data set, with the best proposal coming from Google. They are proposing a one-time acquisition fee of slightly less than \$1M that would provide six-inch imagery for the entire state. We would own perpetual license rights to it, and be able to download it, use it on our systems, and could pay maintenance on an ongoing basis to be able to access the imagery as a web service. Updates would occur on an annually along the Wasatch Front and every three years for the rural areas. Their proposal breaks down to about \$13 per square mile which is very competitive compared to the other providers. **Bert** went on to state that they are in the process of fund-raising with various government entities to procure the Google offering, and are about 70% of the way there. He reiterated that this effort would be of great benefit to public safety and therefore wished to introduce the concept for our consideration at our next meeting in helping with a statewide acquisition through a funding partnership.

## 6. Project Reports:

- 6.1 **CAD to CAD Status Update** – **Steve** reported on behalf of **Tina** – Spillman has assigned a project coordinator and will be preparing paperwork to set up future meetings to move this forward. The sub-committee also met with FATPOT technologies and reviewed a variety of products that could assimilate CAD programs together, and they agreed to move forward with some pricing models based on our requirements discussions.
- 6.2 **Salt Lake County CAD Initiative** – **Scott** reported that there were seven respondents to their RFP, and that they have narrowed it down to two vendors. There is a vendor conference meeting scheduled for November 17 to interview the respondents and review their respective proposals.

- 6.3 PSAP Outreach**– **Eric** reported that during the week of October 13<sup>th</sup>, he met with representatives from DPS/Richfield, DPS/Cedar, Kane County, Garfield, and St. George. Discussions included CPE upgrades, the transition to the NG ESInet, staffing levels, rates of pay, numbers of consoles, and other information germane PSAP operations.
- 6.4 PSAP Efficiency Study** – On hold.
- 6.5 UCA Business Report** – **Scott** reported that things are going along fairly well, and that there is a meeting scheduled for this afternoon. Steve commented that the final Task Force meeting is moved to November 10, at 0900, House Building, Room 30.
- 6.6 ECaTS Sub-Committee** – **Justin Grenier** reported that things are going along well and we continue to meet once a month with ECaTS personnel. We continue to work with ECaTS and to complete the “One-Button” push report. They continue to work on a “by-user” report which is about the only thing ECaTS does not provide.
- 6.7 Grant Review Committee** – **Kevin Rose** – reported that he will work with CenturyLink to refine the numbers as presented on the NG Network transition costs for the four PSAPs that are located in the independent carrier’s territory.
- 6.8 NG9-1-1 Sub-Committee** – **Kevin Rose** we really need to start moving forward on NG, and hopes to be able to discuss it at our next meeting.
- 6.9 Legislation Sub-Committee Update** – **Tina** - No report at this time.
- 6.10 Standards - Kraig** – It was decided to remove this from the agenda pending further updates and progress with regard to certification. There continues to be participation from the Committee on the POST and EMD certification issues.
- 7. Round Table** – **Dean Cox** commented on how nice it is to see the Committee carrying on and doing a great job.
- 8. Motion to Adjourn** - A motion to adjourn the meeting was made by **Melanie Crittenden**, seconded by **Kathy Quarnberg**. The motion passed with unanimously. Carried

**Next Scheduled Regular Meeting:** November 18th, 2014 @ 1000 MDT, Valley Emergency Communications Center (VECC), 5360 S Ridge Village Drive, West Valley City, Utah, 84118-4100.

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

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