



Regular Meeting Minutes

December 16th, 2014

Gary R. Herbert, Governor
Alan Workman, Chair

Committee Member Attendees

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

Representing

Mountainland Association
Five County Association
Davis County Layton PD
Utah County
Bear River Association
Six County Association of Governments
Weber County
Rural DPS
Urban DPS

Committee Members on Bridge

Scott Freitag
Peter Kuhlmann
Regina Nelson
Jeremy Raymond

Representing

Salt Lake County
Washington County
Wasatch Front Regional Council
Uintah Basin Association

Staff Members Present

Kevin Bolander
Eric Parry
Trish Nelson
Steve Proctor
Kathy Trees

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

Invited Presenters

Staff Members on Bridge

General Attendees

Guy Dansie
Andrew Howlett
Max Iwaniec
David White
Linda Petty
Chris Rueckert
Laonna Davis
Bryan Low
Sheriff Dale Stacey
David Bratke
Jake Hunt
John Inch Morgan

Representing

BEMS
CenturyLink
CenturyLink
CenturyLink
DPS/Cedar Communications
DPS/Salt Lake City
DPS/Uintah Basin Communications
Logan 911
Rich County Sheriff's Office
Stancil Corp.
UCA
VECC

General Attendees on Bridge

Kelly Green
Jennifer Stefanoff

Representing

AGRC
DPS/Price

Minutes

The meeting was called to order by Committee Chair **Alan Workman** at 10:00 MST.

1. **Minutes:** There were two errors noted in the minutes – Lesa Wilson was in the wrong list, Kathy Quarnberg was shown in the attendees list. A motion to adopt the corrected minutes of the Utah 9-1-1 Committee meeting held November 18th, 2014, was made by **Justin Grenier**, seconded by **Deb Mecham**. The motion was approved by a unanimous vote. Carried.
2. **Financial report:**
 - 2.2 **Projected Available Funds Remaining – Kathy Trees** presented the financial report. She has done a great job of provided a much better detail of our current and future financial situation. She reported that we have about \$2.86M in funds available for funding our projects. The inconsistencies identified in the first version of the long range plan have been adjusted and the numbers appear to be more realistic on our upgrade projections, but it still needs work. **Kevin Rose** agreed to give her a hand in adjusting the CPE upgrade numbers. She also resolved the issue of inconsistencies with the Fi-Net Report and the Tax Commission Report which were due to the manner in which the cutoff dates are set up – Fi-Net is at the end of the month, and Tax Commission is mid-month. The report also shows the distribution of the 61 cent fund as well as the 6 cent fund. The high-resolution Imagery project numbers (\$143K) were also added to the Approved Budget column. Steve expressed concern over the obligation we have to fund things like the Imagery project, and that we need to do our best to get those financial forecasts into our budget, **Eric** to find out what the manual maintenance fee will be. We also need to stick our core mission which is to provide 911 services to the state.
 - 2.3 **Approval of Financial Report –** A motion to accept the Financial Report was made by **Kathy Quarnberg**, seconded by **Karl Kuehn**. The motion was approved by a unanimous vote. Carried.
3. **Grant applications**
 - 3.1 **Salt Lake City/VECC – Professional Services – John Inch Morgan** presented a grant application for a Consultant to research a CAD solution for both PSAPs. An extensive overview of the evolution of this project was reviewed. It was requested that the 911 Committee members be allowed to observe the CAD selection committee, but not be part of any voting. It was also determined that there are enough funds in the CAD fund for this request.
 - 3.1.1 **Motion -** It was moved by **Kevin Rose**, and seconded by **Karl Kuehn**, *“that the Professional Services Grant Application in the amount of \$99,800.00.”* The motion carried by a unanimous vote.
 - 3.2 **Rich County – Network Costs – Sheriff Stacey** presented a grant application for the reimbursement of their network costs. He reported that there were a couple of issues that he was not aware of, and that he had met with the BEMS and that there some certification issues that are needed in his PSAP. In meetings with **Guy Dansie**, he is now much clearer as to what the expectations are and the reasons behind them, that they will do what they can to get everyone EMD certified. One issue is they normally have one person on duty in the PSAP and that their responders are all volunteers. When they are paged out to a call, there is a flurry of radio traffic that makes it difficult for one person to manage all that goes on during a call. Sometimes there are not enough volunteers to answer a call, and phone calls must then be made to find additional responders. Sometimes there are additional PSAP resources available for special events. Another issue is that during the winter, they may have 2500 people in the County; in the summer this jumps to 40,000. **Guy** indicated that they are exploring the possibility of getting a waiver for the two-dispatcher requirement, and that it was not their intention to undermine their current operation but rather help build it back up. **Sheriff Stacey** committed to get as involved in the program to get his people certified. They are also trying to get a medical director. Ultimately they want to be in a position to offer the best level of service

to everyone who visits Rich County. Following this discussion, there was concern expressed over the network costs being assessed to this PSAP. It was agreed that the network charges are not commensurate with the line counts. **Kevin Rose** offered to work with **Emily Weston** to take a look at the phone bills and see if there are any anomalies as compared to other PSAPs, these numbers do not look right. It was suggested that this grant application be tabled to the next meeting at which time an explanation for charges would be presented.

3.2.1 Motion - It was moved by **Kevin Rose**, and seconded by **Melanie Crittenden**, *“that the Rich County grant application be tabled to the next meeting.”* The motion carried by a unanimous vote.

4. Public comment

4.1 Guy Dansie from the BEMS reported that in Rich County there is a desire on everyone’s behalf to step up to the plate and do their best to improve the level of EMD. **Guy** reported that he has met with Rich County personnel on site as well as at the Bureau offices, and that they have expressed a desire to cooperate in this regard, and are more than willing to meet the criteria for a Designated Dispatch center. **Alan** reported that he had spoken with **Sheriff Stacey** this morning and that the Sheriff’s sentiments were the same. **Justin** suggested that it would be appropriate for the Bureau to report on the status of PSAPs in Utah with regard to the delivery of EMD. **Guy** agreed that this would be a good idea.

4.2 Max Iwaniec addressed some of the issues facing CenturyLink.

4.2.1 Intrado - The first issue was the matter of Intrado being completely saturated nationally, and they are being forced to push back their connection schedules several months. They are doing everything possible to expedite the installation of circuits, and updates in this regard will be provided at future meetings.

4.2.2 Staging Equipment – Where possible, CenturyLink will stage the new equipment at each of the four PSAPs that have been approved for upgrades.

4.2.3 Year 6 Maintenance – It has become evident that some of the PSAPs will be pushed beyond Year 6 Maintenance, and Max reassured everyone that CenturyLink will honor Year 6 Maintenance contracts beyond the expiry dates. These include Tooele, Logan, DPS/Price, and DPS Richfield.

4.2.4 Slow Response to Bids – On behalf of CenturyLink, **Max** apologized for the delays in getting proper bids out to the PSAPs, and that they have allocated new resources in an attempt to provide faster response in this regard. This includes training of new Sales Engineers (SEs).

4.2.5 New GM To Utah – **Max** introduced the new VP of Operations for Utah, **Jeremy Ferkin**, who went on to give a brief report on his previous work on E911 integration in Montana. He went on to describe CenturyLink’s expansion efforts in Utah both in capital and personnel. There will also be new techs trained in the 911 equipment and that PSAPs should expect new faces and regular preventative maintenance visits.

5. Committee Business

5.1 Committee Membership Update – **Eric** reported that he has attempted to get the various appointment dates and terms of membership corrected. He checked with both the Governor’s Committee website as well as with **Cherilyn Bradford** on reappointment criteria. He was told that if an authority wished to reappoint a representative at the end of two-eight terms, that this could be done as long as everyone was in favor of the reappointment. **Deb** raised the issue of someone taking over from a committee member, does the new person start fresh or do they assume the term of the person they are replacing? **Kevin Bolander** indicated that the intent of the statute is that no person shall serve more than two consecutive four-year terms, and if a person serves part of another person’s term that they should be allowed to serve another two terms. If a person who replaces a member who has two years left, then the replacement should be able to serve two four-year terms for a total of ten years. **Deb** observed that there seem to be a lot of members expiring in September 2016 and that this does not make sense as the original committee membership was staggered over a four year period. **Kevin Rose** suggested that we look at changing the legislation and the decision to appoint and reappoint to the

nominating authorities. **Eric** was asked to get with **Phil Bates** and some of the original members to figure out the correct dates for the various membership positions.

5.2 Tax Revenue Distribution – Eric briefed the Committee regarding the latest reports which now show a more detailed breakdown of the 911 surcharges. He will continue to monitor trends in all aspects of the report. In addition, a question was raised concerning the one-cent per access line that is provided to the AGRC. It does not appear to show up anywhere on the financial reports provided to us. **Eric** to check with **Jim Clayton**.

5.3 SMART911 Discussion – This project was discussed at length, with the two issues boiling down to funding and management of the project. **Karl** reported that discussions with Rave indicated that they will be accommodating to extend timelines into the New Year. There were concerns expressed over the magnitude of the project and the issue of who is going to manage the roll-out plan. We definitely need to have a solid plan mapped out. There was some doubt as to whether this project requires a full-time resource. **Steve** felt that we need to have another look at our priorities, as this project is not one of them. The current priorities are Text-to-911, NG911, upgrading the 911 network, CAD to CAD, and upgrading the radio network. There is doubt that all counties will be on board with this, and ultimately the UCA will be held accountable for this. **Scott** echoed the points that **Steve** made. **Kevin Rose** pointed out that irrespective of this project, additional resources are needed to keep things from falling through the cracks. Trying to have one person do all the work with committee members helping out is not working. We are at the point where we need to hire more personnel and establish a state 911 office. It was suggested that **Karl** put together an impact analysis of how much effort was required in every aspect to implement SMART911 at Layton. **Jeremy** suggested that we put this on hold until such time as we develop a plan for additional resources. **Eric** to reach out to other states to get org charts and job descriptions for consideration of creating a 911 office.

5.4 Rules for CAD Procurement – Steve presented a draft set of rules for the new 6-cent CAD fund drafted by **John Inch Morgan**. It was decided that the committee would need more time to review the draft, and therefore this item is tabled to the next meeting.

5.5 ECaTS – Ease of Use Enhancement Development Costs – Alan reported that there is a situation where ECaTS was asked to develop a one-button push report that generated the data needed for a grant application. In addition, there was a PSAP Health report that was also part of the project. As a result of this effort, ECaTS unexpectedly sent an invoice for \$35K. Unfortunately, the dialogue concerning the development costs did not take place, and from the committee perspective, was a surprise. There was a degree of consternation expressed by several committee members regarding this situation. **Steve** reminded the committee that this should never have happened in the first place, and that in the future, requests to ECaTS for specialized development require an estimate and a PO number. Unfortunately, the work has been done and we are expected to pay for the work. He offered to call **Chris Duxler** and see if there was anything that can be done about this situation. **Jeremy** suggested that our legal counsel have a look at the contract to see if there is any language that would cover development costs.

5.5.1 Motion - It was moved by **Kevin Rose**, and seconded by **Kathy Quarnberg**, *“that the ECaTS costs for the development of the Ease of Use Enhancement report be paid on the condition that Steve Proctor be given discretion to review the matter in an attempt to negotiate the costs.”* The motion carried by a majority vote, with one “nay” vote being cast by **Regina Nelson**.

5.6 Prioritization of Projects – Deb offered that since we are short of time at this meeting, and that this is a big enough issue, we should make it the number one agenda item for the next meeting. Prior to that, we should have a meeting to flesh this out. This should be a monthly agenda item. **Steve** reminded us that the priorities have been set by the legislation. It was decided that the Committee meet earlier on the morning of the January meeting at 0800. Prior

to that, it was also suggested that Steve, Eric, Justin, and Alan get together for a straw-man meeting to set some priorities and a plan of action.

5.7 Project Manager – Funding an Additional Resource – It was felt that this matter had been discussed enough earlier in the meeting and the wheels are in motion already. A job description and job announcement needs to be developed.

6. Project Reports:

6.1 CAD to CAD Status Update – Tina reported that the Tooele and TOC projects were supposed to live yesterday, but the state changed their mind regarding how the connections should be set up, and now there is a slight delay in moving forward. It anticipated that this will be resolved quickly, and that the project will be moving forward as planned.

6.2 UCA Business Report – Scott reported that last month's meeting was cancelled.

6.3 ECaTS Sub-Committee – See 5.5

6.4 NG9-1-1 Sub-Committee – Kevin Rose – reported that the sub-committee met and still needs to do more work on what involvement the 911 Committee will have with the connection and ongoing network costs. He also reported that the Greater Wasatch Multi-node is moving forward with Text-to-911 going live the 1Q 2015. Once they have gone live, then a marketing campaign would be in order.

6.5 Legislation Sub-Committee Update – Tina - No report at this time.

6.6 Standards – Kraig reported that they are in a holding pattern for now.

7. Round Table –

7.1 Regina – send emails to both of Eric's email addresses.

7.2 AGRC Link to Update Jurisdictional Boundary – Regina reported that the link is not working. Kelly Green to investigate and resolve.

7.3 Steve presented a thank-you letter from the State of Colorado for his participation in the 911 Goes To Denver.

7.4 Alan proposed that the incoming chair become the legislative representative. All were in support.

8. Motion to Adjourn - A motion to adjourn the meeting was made by **Kevin Rose**, seconded by **Kathy Quarnberg**. The motion passed with unanimously. Carried

Next Scheduled Regular Meeting: Changed to January 20th, 2015 @ 1000 MST, 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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