



Olene Walker
Governor
Philip Bates
Chair
Randy Auman
1st Vice Chair
Terry Ingram
2nd vice Chair

Utah 911 Committee

November 18, 2004

Attendees

Agency

Philip Bates	Dept of Public Safety
Tim Cornia	Dept of Public Safety
Douglas Richins	Dept of Administrative Services \ Purchasing
David Spatafore	Valley Emergency Communications Center
Carol Groustra	Dept of Public Safety
Kelly Green	Dept of Administrative Services (AGRC)
David Bolda	Provo PD
Melissa Mullins	Provo PD
Jeff Dial	St George PD
Randy Swalberg	Qwest
Randy Auman	Logan PD
Laonna Davis	Dept of Public Safety
Roger Anderson	Davis County SO
Dean Cox	Washington County SO
Chuck McCown	URTA
Dave Fletcher	Dept of Administrative Services / ITS
Spencer Cannon	Utah County SO
Dave White	QWEST
Gary Lancaster	VECC
Mike Mathieu	Ogden
Veronica Bullock	Grand County (dialed in)

Meeting called to order by Phil Bates

Committee members introduced themselves for the record

Tim Cornia gave an update on the PSAP database kept by the FCC

The database had old info and he sent the info to the regional database centers to have them update the info before sending it out to the group. That way the group would see less info that needed to be corrected.

The PSAP numbers given by the FCC and the ones given by Qwest are two separate numbers with no correlation with each other. Linda Luhan was looking into whether Qwest tracks the FCC number but it does not appear that they do. It appears that there is no way of verifying the PSAP number maintained by the FCC, as they appear to be the sole maintainer/tracker of that number. The PSAP number the dispatch center managers are aware of is the number maintained by Qwest. Qwest uses that PSAP number to track service calls and problems for that PSAP. The FCC similarly uses their number to track the PSAP in their realm of responsibility.

Chuck McCown asked if the database also tracked office and prefix codes. Tim indicated they did not. Chuck indicated that he thought we would have to maintain/create a database, which would associate a PSAP with a central office and prefix. Tim asked if that should be included in this database or if we would create a separate database for that purpose.

The database will be sent out the group so they can make modifications and corrections

Phil pointed out that a web site had been created for the Utah 911 Committee. You can get to the website by going to www.uwin.gov and clicking on the left column "wireless E-911". You can also link directly to the site by going to <http://uwin.utah.gov/wirelesse911/wirelesse-911.html>. Phil asked that if anyone had any feedback, that they notify him. Someone asked if we needed to maintain both a yahoo group and a website. Phil pointed out that using yahoo allowed for notification of people who are members of the group whenever new material was posted whereas web pages did not. Someone asked if they could get an email with the attachments. It was pointed out by Tim that we tried emails with attachments before the convening meeting of the committee and some of the emails with attachments were blocked from some of the members of the committee. It was agreed that we would try using all three methods to ensure communication was occurring.

Minutes from last meeting were posted but it appeared that not everyone had a chance to review them to approval of minutes for the last meeting and this meeting will occur at the meeting on December 16th so everyone has a chance to review them before the next meeting.

We adjusted the agenda to allow Rick Wyss to present a discussion of bylaws

Bylaws are usually used by quasi government entity such as UCAN

Because this is a legislatively created committee, we don't need to create by laws but administrative rules

In statute (53-10-602) adopt rules to administer funds and establish criteria to qualify for funds from the fund. This rule making identified in statute

Need to set up rules to identify what is necessary to obtain funds from committee.

There are three requirements within our mandate:

Rules (53-10-602), which were previously discussed

Written agreements (53-10-605) must have written agreements to reimburse costs incurred

Annual report – a lot of detail is required and is outlined in the bill, which the executive appropriations committee requires annually from our committee.

Rick offered DPS assistance in helping create rules if help is needed

Rick Wyss then presented on the subject of staffing the committee –

53-10-601 staffs services to the committee will be provided by DPS (mandatory language)

May be provided by COG or AOG (permissive language)

The department is mandated to provide staffing

One way DPS would provide service would be to use committee funds to hire temp help

AL or AJ positions where employment contingent on available funds. Funds go away, employee goes away

When decided how to fund projects for PSAPs, DPS has experience in creating rules and formulas to determine who gets the money and how to pay for it – DPS did similar things funding search and rescue

Phil asked for an electronic copy of the rules used for Search and Rescue. Rick indicated he would email a copy to Phil so Phil could distribute that to the group.

In order to create the legislative report, Chuck McCown asked if how we collect data is going to be part of the rule making. Thought that a rule needed to be created that made the requirement of the legislation more specific. He felt that we needed to be more specific than what was outlined in the bill and that we needed to get the info to the people requesting the money as early on in the process as possible. Randy Auman and Jeff Dial thought legislation was specific enough. Rick pointed out one area that we might want to address, specifically the conditions on how and when money would be distributed.

David White- status of 911 in Utah

Qwest indicates there are 29 PSAPs in the state of Utah

Rich and Daggett County – still basic – no ALI

Basic 911 – phone rings to dispatch number

Enhanced – number and location which is ANI (automated number identifier) and ALI (automatic location identifier)

Current status

Of the 29 PSAPs going through tandem – 7 have equipment capable can do phase one and phase 2 enhanced 911 with present equipment
3 can do mapping

Rest (about 20 PSAPs) cannot do mapping at all

10 could do phase 1 or 2 if provided by phone company

If you want details we would have to go to PSAP. David indicated he had most of the information needed anyway was concerned he would be breaking trust relationships if he shared the info. If we got permission from the PSAP for Qwest to share the info with the committee, he would be more willing to do so.

Rich and Daggett need to be brought up to enhanced 911

To bring everyone through the tandem, Wayne County, San Juan, Fillmore have local Databases and have to be brought up to tandem to get everyone up to same level

How do they do it in another state?

Oregon brings everyone up to enhanced 911, then move to phase 1 and 2, and then prioritizes the work. Committee gets equipment list needs and puts out an RFP

Arizona (Colorado city) makes bid to committee like what Utah has and committee approves based on standards and specifications committee has outlined.

Up to committee to set standards and which vendors can meet need

Dave Fletcher indicated that if we develop a database tracking PSAPs, we should include equipment and spend time reviewing the information needed before we collect it. David asked Randy if he would be concerned with Qwest sharing his PSAP info with committee. Randy said he might be concerned. Randy then asked what would be the harm in sharing the info in a public meeting.

Dave White – do we want PSAP hardware published publicly. Venders could use it to market to these agencies. Phil indicated they already market to everyone.

It was decided that we will need the information from the PSAPs if the committee is to do what they have been tasked to do. Phil indicated it would be beneficial for agencies to see where they are in relation to each other.

As we track what is going on in Utah, Dean Cox thought a color-coded map would be helpful in tracking where we are and what progress we are making. Chuck McCown felt AGRC should be involved in this. Dave Fletcher indicated that was why he and AGRC who he supervises were present at the meeting.

It was pointed out that we need two maps, one to track PSAPs and their capabilities, and another to track Central offices and the ability for them to provide enhanced 911, phase one and phase 2 services. Even if a center is enhanced 911 capable, callers into the center might not be.

Dave Spatafore indicated that in order to satisfy legislative requirements for the 3 cents to go to the PSAP, it needs to be tracked by PSAP. We need to be prepared to answer why certain areas got more money than others to the legislature. We should also talk to the PSAPs and make sure they don't have to jump at the venders offers when they start calling

Phil indicated that if we publish a cost study, it comes from the committee, not from Qwest

Chuck said we will need to do a cost study to guide the legislature in adjusting the fees being collected in the future and he indicated how much work it takes to do one.

Dave Fletcher made a motion to create a workgroup to identify where all the PSAPs are.

Discussion ensued on what we needed to collect, who would have access to the info, how we will make recommendations on what needs to be purchased, etc. It was indicated the funding drops off after 2 years and that we need to make improvement within the next two years with the money we know we have.

Dean Cox asked to amend the motion Dave Fletcher made to include the hiring of staff to work with the subcommittee and to hire the staff in-house. He indicated we should not squander the limited money on a consultant

Chuck asked if we wanted to hire staff or hire a consultant. Chuck felt we need the information quickly, so a consultant could be used. Dean said he would be open to a consultant so long as the price was right and hiring one would not use too big of piece of the pie (money)

Phil thought we would need two full time people to do this.

Project manager: Coordination of collection of data and manage project and any consultants hired to help in the process

Accountant: person who would compile the data into a report format, and who would track expenditures of the committee

Randy Auman wanted to make sure PSAPs that are ready to go because others aren't ready aren't penalized. There are three cents set aside for PSAPs who need help but lets move on the PSAPs that are ready and not hold them back because others aren't ready. He also indicated that he felt the info that is needed to make decisions on what we need to do in each PSAP has already been collected. He felt that Dave White from Qwest could tell the committee in 2 seconds what he has in his center and he felt he could as well. Randy also indicated that if a consultant is needed, we should have the PSAP apply for the consultant to the committee.

Phil restated the motion of Dave Fletcher and revised by Dean Cox to create a workgroup that could include people who are not necessarily part of the committee.

Dean said he wanted to get staff hired. Phil recommended AL's because of funding

Dean made a motion to hire 2 staff ASAP, one coordinator and one accountant. Phil indicated he would find job descriptions for both positions. We can have people who are on the committee start collecting info in the regional areas

Dave Fletcher asked if we knew what we needed to collect and what elements do we need to inventory

Dave Spatafore said we could compare what Qwest has to what other sources say they have to see if there are any discrepancies. We can start addressing the discrepancies with site visits. This is not a consultant dream job but to get 911 done

Randy – lets charge everyone on the committee to go back to their areas and bring back info to committee and Dave White to bring the info he has so we can compare what the centers say vs. what Qwest says.

Chuck said there are different capabilities within similar areas. We need to collect these elements to know what we need to do. If we put it in a GIS format, it would be easier for us to see what needed to be done instead of a GIS database. Phil stated that we could do it in any format and correlate that to a GIS map

Doug Richens leading a discussion on RFP and state purchasing procedure

Do you want to hire your own resources or do an RFP to hire a consultant? If you want to do an RFP, you have to identify the scope of work, and map out criteria to analyze qualifications, and then determine how much cost of the consultant will be weighed. Purchasing would then distribute the RFP, consultants would respond, an evaluation committee would evaluate, analyze, and score the responses and make recommendation

Randy asked how long it takes to do an RFP. Doug responded that it is usually on street for three weeks and that an average RFP takes 2-3 months from start to finish.

Phil asked if the money collected by the phone companies had to follow state purchasing guide lines when the funds were expended. Doug answered that if the committee makes the purchase, we do have to follow those guidelines. If we grant the money out to the PSAP and allow them to make the purchase, then the PSAP would have to follow the guidelines of the agency, which

governs them. Randy Auman stated that maybe we could identify equipment and allow agencies to purchase equipment that was identified.

One idea was that by having a state contract on such a list of equipment, we might be able to lower costs because of economies of scale

Another idea was that we could grant equipment instead of funds

It was mentioned that much of the equipment is already on contract. Doug Richins made the suggestion that maybe we would want to cycle out all the existing contracts that have pieces of the hardware we would want to purchase and create one big contract. This way, we might exert pressure on the vendors to give us better pricing given the size of contract and whom the contract would serve.

Veronica from Grand County asked if anyone has looked at how other states are doing this?

Phil stated he had spoken with people from California and they have a state contract for all of the PSAPs to purchase from

Dave White added that California has an approved list of vendors, if you want grant money to do it, you must use a vendor listed on the contract. PSAPs have the ability to choose equipment not on state contract and outside of the standard but if you do, you don't get grant money to pay for it.

Dave indicated that Oregon has something similar. They state when the particular equipment will be replaced and ask PSAPs if they need that particular equipment replaced.

It was stated that we should look at setting up our contract to be standard-based and allow multiple vendors be listed to give the PSAPs choice.

Phil asked if there was way of doing a multiple award and have multiple vendors offering similar equipment on contract, giving limited choice to the PSAP.

Doug Richins answered that you could but stated that you want to do a limited multiple-award to give incentive on pricing and service

Chuck McCown asked Dave White about the 7 PSAPs who had particular mapping capability and the 3 PSAPs who had a particular type and stated that if we can identify similarities in what was already being used, we could use that as a baseline. Dave White then said that 26 of 29 PSAPs already have similar enough equipment to treat them the same. It was asked if the equipment in those 26 centers was on state contract and it was stated that the equipment is not.

Phil asked Doug how long a bid process takes instead of an RFP. Doug stated that a bid process is done faster than an RFP process because research is done up front and standards and equipment are identified, whereas an RFP asks the vendor to make a proposal for standards, equipment, and a solution.

Presentation by Randy Swalberg

Presentation posted on web titled **Qwest Utah 911 – Utah 911 Committee.ppt**

Presentation by AGRC – Kelly Green

Presentation posted on web titled **AGRC E911.ppt**

Chuck asked if AGRC was collecting dwelling points. Kelly indicated that in Millard and San Juan counties, some of this data has been collected.

Randy asked if there was a centralized location for this type of information. While it was identified there was, Dave Fletcher stated that as a committee, we couldn't send all info to AGRC and have them do it all,

Phil - Two motions still hanging out there

1st motion - To create working group to identify data sets we will collect for the PSAPs to gain an understanding of where they are at in the process.

Randy proposed the motion

Motion seconded by Chuck McCown

Motion passed unanimously in affirmative

2nd motion – Hire staff to work with the subcommittee to accomplish goals of committee.

Specifically stated earlier in the meeting were two positions, an accountant and a project manager

Motion was proposed and seconded

Passed unanimously in the affirmative

Dave White will chair group, Randy Swalberg and Chuck McCown will help out. Dave Fletcher offered ITS staff help.

We need to identify the data that this group needs to collect. Dave Fletcher suggested we write down the data we want to collect and get approval of the committee before sending the form out to populate.

The next meeting date, time, location was confirmed for December 16th at the Rampton complex from 10 am to 3 pm.

Motion made to adjourn, seconded, and passed unanimously in the affirmative