



# Utah 911 Committee

**Gary R Herbert**  
Governor  
**Jeremy Raymond**  
Chair

November 15, 2012  
Regular Meeting  
Minutes

## **Committee Member Attendees**

Randy Auman  
Melanie Crittendon  
William Harry  
Deborah Mecham  
Danny Neds  
Kathy Quarnberg  
Jeremy Raymond  
Lesa Wilson

## **Representing**

Bear River PSAPs  
Summit County  
Salt Lake County PSAPs  
Utah County PSAPs  
Wireless Communications Carrier  
Six County Association of Governments  
Uintah Basin Association  
DPS/Box Elder

## **Committee Members on Bridge**

Justin Grenier  
Bret Mills  
Kevin Rose  
Tina Royslance

## **Representing**

Washington County  
Emery County  
Utah Department of Technology Services  
Weber Area Dispatch

## **Staff Members Present**

Kevin Bolander  
Joe Brown  
Eric Parry

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

## **Invited Presenters**

Denice Smith  
Britni Brozo  
Christine Menges  
Jim Clayton

DPS Purchasing  
PPBH/PENNA  
PPBH/PENNA  
State Tax Commission

## **Staff Members On Bridge**

N/A

## **General Attendees**

Kelly Green  
Ed Biehler  
Tom Ross  
Dave White  
Cindy Mellor  
Tom Norvelle

## **Representing**

AGRC  
Bountiful PD  
Bountiful PD  
CenturyLink  
CenturyLink  
Davis County Dispatch

Denice Smith  
Wendy Lister  
Chris Rueckert  
Heather Bennett  
James Hunsaker  
Regina Nelson  
Laonna Davis  
Chris Dunn

DPS Purchasing  
DPS/Communications Bureau  
DPS/SLC Communications  
Poison Control  
SLCPD  
Tooele County  
DPS/Uintah Basin Communications  
UPD

### **General Attendees on Bridge**

Daryl Collier  
Elliot Fisch  
Frank Barlow

### **Representing**

Revcord  
ATRUS AED  
Colorado City Dispatch

## **Minutes**

The meeting was called to order by chair **Jeremy Raymond** at 1315 MDT.

1. **Minutes:** Motion to approve the minutes of the Utah 9-1-1 Committee meeting held October 18, 2012 made by **Randy Auman**, seconded by **Brett Mills**; approved by a unanimous vote. Carried.

2. **Public comment:**

**Jim Clayton (Utah Tax Commission)** outlined the situation earlier this year when a software bug caused 9-1-1 line count reporting discrepancies. He reported that five years ago the Tax Commission centralized the taxes into one system (GenTax). In December of 2011, one of the last groups to get phased into the new system was all the taxes associated to telecommunications, including the 9-1-1 fees. The new system made it easier to file electronic returns, and created efficiencies with regard to reports. Reports are now sent to every PSAP (i.e. lines, \$, etc.) on a monthly basis. Based on how payments were made (or not made), the system erroneously caused the reported number of lines to duplicate themselves over a three month period, causing errors in the actual line counts. They have since gone back and manually restated the correct numbers, and have requested from the programmers and vendor to provide them with test reports. **Jim** reported that there were no further problems with errors, and that things are working well now. He reported that since day one, the dollars distributed to the PSAPs has been correct, and this has been verified by manually tracing the numbers back to the state's general ledger system. The revised reports have been shared with CenturyLink, and individual PSAPs may request updated reports. In short, CenturyLink recognized that the line count numbers did not look right, and worked with the PSAPs and **Jim** to get that all straightened out. The "true-up" numbers were reworked and the correct numbers recorded in September (rather than in June). He reiterated that the dollar amounts are correct, and that if anyone has any concerns or questions that they may contact **Jim** directly at 801-297-3852.

3. **Committee Business**

- **Committee Membership Update** – **Eric Parry** reported that we still have three positions vacant. **Melanie Crittendon** has been nominated and is in process to represent Mountainland. **Peter Kuhlmann** has been nominated and is in process to represent

Washington County. The Rural Incumbent LEC position is vacant, and **Dave White** has suggested that **Dave Hatch** from CentraCom be approached. The second Radio Communications position is also vacant, **Eric** has reached out to **Robert Whitlock** (Verizon) and he is checking with his superiors to determine if he can be nominated in this regard. Davis County has nominated **Tom Norvelle** and he is currently in process awaiting appointment by the Governor's office. **Tina Roylance** has been nominated and is in process to represent Weber County. **Jim Thomas** has been nominated and is in process to represent the LEC. **Kevin Rose** is awaiting approval to replace **Doug Chandler** (State ITS).

- **Orientation Presentation For New Members – Jeremy and Eric** did a brief overview of the 9-1-1 Committee history and pathway to the future for the new members of the Committee.
- **ATRUS/AED Registry Discussion** – The ATRUS/AED presentation from the October Committee meeting was discussed. It was agreed that the presentation was of benefit to the Committee members and those present; however, it was also agreed that the AED registry and the ATRUS program is the responsibility of the PSAPs and not the 9-1-1 Committee. Not all Utah PSAPs have met the requirements of the legislation. In short, legislation designates the PSAPs to be responsible to set up and their own PSAP registry. All costs associated with registering AED's in their respective jurisdictions would need to be covered by each PSAP; however, there is an opportunity to establish a State contract to meet the requirements of the AED legislation. **Bill Harry** reported that the existing legislation does not clearly define where the AED providers should send their registration information. He suggested that there may be an opportunity to deal with the existing legislation in 2014. In the meantime, PSAPs do have the opportunity to deal with ATRUS to set up their own registry system. **Elliot Fisch** (ATRUS) briefed the Committee of the various options for the State as well as the PSAPs. Eric to send out an information packet to the PSAPs, and if there is interest, **Mr. Fisch** is willing to come to Utah to do additional presentations to PSAPs.
- **Tooele Representation Update – Kevin Bolander** outlined the issue of the representation of Tooele County on the 9-1-1 Committee. He outlined the various means by which Tooele could be included, and in short, the current statute (53-10-601) would need to be amended. He stated that the Committee needs to decide if Tooele should be included, and then how that should be achieved. Counties of the 1<sup>st</sup> class have individual representation, and all other counties are represented through associations. So if the Committee wanted to include Tooele, a decision on which association would be appropriate for Tooele's representation. He suggested that the easiest way would be to include this legislative change along with the other changes being considered in the 2014 legislative session. Once the Committee decides, then **Kevin** and his staff can move forward with the preparations for change. Tooele is currently part of the Wasatch association, but the current counties in the Wasatch association are all Class 1. **Regina Nelson** (Tooele PSAP Director) stated that her Sheriff's first choice would be to have a dedicated representative, and the second choice is to find out who could represent them. It was suggested that Tooele be represented by the Wasatch County association. If that was acceptable to the Sheriff and the County, then we could move forward in that regard. Regina stated that this would be acceptable to the Sheriff. **Kevin** agreed to prepare some language for a Resolution to be approved by the Committee.

- **PPBH – Britni Brozo** presented the results of discussions with the Pub Ed subcommittee. The subcommittee looked at several proposals, and presented what the subcommittee considered to be the best option for the \$\$ allocated to the proposed 2013 program. The strategic approach this year is to target adults 25-54, retarget the message several times (website & mobile devices), consider the message to be in advance of the peak season (early July), leverage existing message, remind PSAPs of collateral available to them (posters, leaflets, etc.). Eric to pursue enquires concerning the Cell Phone Sally dvd with his Texas contacts to see what the options would be for using this material in our pub Ed efforts. (Note that the dvd may be viewed on YouTube <http://www.youtube.com/watch?v=zXXbnU-7EfA>). The suggested program was broken down into two options.
  - Option 1 is an online only media buy. This would consist of online and mobile device ads, retargeting. This option provided a high degree of interaction with non-emergency lookup tool both with the web and mobile devices on a statewide basis. Users are pushed to the non-emergency lookup tool for non-emergency calls.
  - Option 2 uses a combination of one TV station, mobile ads, and retargeting. The decision to use one TV station is based on the budget, as well as the idea that the viewer sees the same message multiple times versus lower frequency ads on more stations. This option gives higher reach and higher visual awareness. The ultimate objective is to get the public away from the notion of calling 9-1-1 no matter what, and that the public has other non-emergency calling options. There are four existing TV spots are reused from previous campaigns that are still appropriate for this effort. The station of choice is Fox 13; however, RFP's will be sent out to all local TV station. There is also an expectation that stations will offer a one-to-one added value which significantly increases the frequency of the ads.

Britni went on to state that the ads brought 82,000 people to the website last year alone. Of these, 50,000 were from mobile devices. The plan is to start the program in April 2013 to coincide with Telecommunicator month and the APCO conference, and run through to the end of August. The total budget for this effort (same for both options) is \$100K. The subcommittee felt that Option 2 was the best choice. It was moved by **Bill Harry** and seconded by **Justin Grenier** that "\$100,000 be approved to move forward with Option 2 for the 2013 Public Education Campaign". There was no discussion. The motion carried with a unanimous vote.

**Denice Smith** was asked to provide some additional detail surrounding the existing PPBH contract. She reported that the contract started last year, but there was no set funding until March 2012, therefore the contract really didn't start till March, and ended up expiring on September 30, 2012. The Committee spent \$100K, and at the last meeting the Committee voted to extend the contract which now runs to September 2016 with no further extensions. Language was added to allow the Committee to annually review the contract and decide how much money we want to spend from year to year.

- **GEOCOMM Contract – Denice Smith** reported that the GEOCOMM contract is a requirements contract, that started September 2011 and runs to August 2016. A requirements contract is one that anyone can purchase off of, as long as the services are within the scope of the contract. It is similar to the CenturyLink contract that currently exists with the State.
- **CenturyLink Contract – Denice Smith** advised the Committee that the CenturyLink contract has received approval for extension to the end of March 2013. This is due to the delays in processing the BAFO proposals which will establish and the new contract that will replace the current contract.

- **ECaTS Standardization Of Data Fields Update – Deb Mecham** briefed the Committee concerning the standardization of data fields for all PSAPs concerning landline, wireless, and administrative calls for all PSAPs. The ECaTS subcommittee met to discuss the standardization issues. Chris Duxler recommended that we revise our line profile standard in order to better compare PSAP data. The existing standard defines 9-1-1 wireline and 9-1-1 wireless trunks. The issue is that when either trunk group fill up, the next call rolls over to the next available trunk. This becomes problematic when attempting to determine exactly how many wireline and wireless calls are received at any of the PSAPs. So the recommendation is that we change our line types to 9-1-1 trunks, 10-digit non-emergency lines, and 10-digit administrative lines. Under this schema, 9-1-1 calls can be queried or analyzed by class of service. Among other things, this might help manage the number of trunks required for landline or wireless 9-1-1 calls, and so on. The Committee agreed on the changes. **Chris Duxler** will go ahead and make those changes to the PSAP profiles.
- **ECaTS Plus** – Eric outlined the changes that ECaTS plus presents to the VECC NG Network project. A significant difference is that instead of an ECaTS box for each PSAP, all networked PSAPs can feed one ECaTS Plus box. **Bill Harry** reported that the significant difference for VECC is that the regular ECaTS box is attached to the CDE port on the CPE, whereas ECaTS Plus is connected to the MIS system that serves all the networked PSAPs. We still do not know what it will look like when ECaTS plus gets activated as there is additional work that needs to be done before it ECaTS plus can go live at VECC. So until then, everything remains status quo. **Bill Harry** also reminded the Committee that the ECaTS contract is based upon call taker/dispatch positions (consoles) and NOT the number of PSAPs, so if there would need to be consolidation of consoles to realize any savings on the ECaTS contract.
- **ECaTS/CPE Upgrade Fees and Return-on-Investment – Eric** related a conversation with **Chris Duxler** concerning CPE upgrade fees normally charged by ECaTS. Apparently upgrades have been done at no charge to the Committee, and Chris indicated that they are not prepared to continue this practice. **Denice Smith** indicated that additional funds were taken from the ECaTS contract, and that, along with additional upgrade costs will impact the final numbers. The ECaTS contract is up for renewal in July 2013, and there are no extension as this was a sole-sourced contract. Additional funds have been added to cover the overage, but we cannot go above and beyond what we have in place. **Eric** and **Bill** to discuss further with **Chris Duxler** and report back to the Committee. Another issue raised was the value of the Return-On-Investment of the \$100K spent annually on ECaTS. The value of the ECaTS data has not been assessed, and without that analysis, the decision to retain ECaTS becomes difficult. **Bill Harry** stated that much of the call processing information provided by ECaTS is available from the CPE; however, it is the network information certain other information that the CPE cannot provide is where ECaTS is of value. The discussion turned to ECaTS data and grant applications. **Randy Auman** stated that since grant award standards have yet to be developed, the next step is to have another look at what ECaTS can offer, and how statistical information can be used by the Committee to evaluate grant applications. In addition, the Annual Report would benefit from actual hard data that ECaTS can provide. **Eric** to work with **Deb Mecham** and **Bert Granberg** to further evaluate ECaTS benefits.
- **Broadband Sub-Committee Report – Kevin Rose** reported that things are continuing to move along. There have been some vendor presentations, and that **Stephen Fletcher**,

former chief information officer (CIO) for the state of Utah, is chief of the office for FirstNet. They are still working on grant guidance. The FirstNet Board will hold their next meeting mid-December.

- **Legislation Opportunities Update – Bill Harry** reported that since the Committee has grown and evolved away from its initial purpose of wireless Phase II roll-out and that we should be looking at positioning ourselves statutorily at dealing with NG9-1-1 issues. He reported that we have just over a year to prepare and that we as a Committee want to impact such as making resolutions and working with our legal counsel to get them to the right place in order that they can get into the appropriate legislation. He also reported that he does not believe there is anything before the 2013 session that will affect 9-1-1.
- **Next Generation 911 RFP - Bill Harry** reported that the BAFO was sent out and that due to the weather and the holidays, the vendors asked for an extension to the 8<sup>th</sup> November. The results of the BAFO were reviewed yesterday (Nov 14), and there over 1400 narrative pages and spreadsheets. Most of the respondents did not use the spreadsheet format which means that the evaluation will be a lot more labor intensive. An evaluation meeting will then be required by the original RFP group, and the results sent back to the State Purchasing agency. This will most likely occur after Thanksgiving. He reported that we have asked for, and have been given, a 30 day extension to the existing CenturyLink contract. He also reported that there is a possibility that there may be additional issues with the BAFO that may require us to go back out to the proposers, but that remains to be seen.
- **Status of the Greater Wasatch Multi-Node (GWM) Project – Bill Harry** reported that they were supposed to cut over to the new system on Nov 13<sup>th</sup>, but due to the fact that some of the new requirements that were expected to be available could not be met. There were also hardware issues that have now shifted the cutover date to November 27<sup>th</sup>. Routing of calls by ESN remains a significant issue and impacts the dynamic routing capabilities of the new network.
- **Revcord – Request for Introduction and Product Presentation** – It was decided that a product presentation to the Committee was not appropriate; however, if any of the PSAPs were interested that they could reach out to Revcord in this regard. Logging records are outside the scope of the Committee funding rules.
- **Upcoming Conferences** – Eric provided a schedule of upcoming public safety conferences of interest. They include the NENA Development Conference (Orlando, FL - Feb 10-13), 9-1-1 Goes to Washington (March 17-20), NENA International (Charlotte NC - June 15-20), APCO International (Anaheim - Aug 18-21). He requested that the Committee review his attendance at any or all of these. After a short discussion, it was agreed that **Eric** provide a cost estimate for each conference well in advance for the consideration of the Committee. His report of the NASNA conference is tabled to the next meeting. **Jeremy** reiterated that as long as there is a budget for travel, that **Eric** has the permission of the Committee to plan to attend.
- **Program Manager Activity Update – Eric Parry** briefed the Committee on his activities since the October meeting. He reported visiting additional PSAPs that include Tooele, Springville, Provo and Pleasant Grove, which makes just over half of the PSAPs across the State. He continues to work on the Committee membership list; there are still some vacancies that as previously discussed should mostly be filled by the next meeting. He

continues to meet with PPBH and the Pub Ed subcommittee as well as working with ECaTS issues and the ECaTS subcommittee. He recently attended the NASNA conference in Nashville, as did two presentations at the NENA Training Day held at VECC on November 7<sup>th</sup> & 8<sup>th</sup>. He continues his volunteer activities with the NENA Education Advisory Board having held the annual face-to-face meeting here in Salt Lake November 4<sup>th</sup> through 6<sup>th</sup>. He participates on the NENA Institute Board, as well as continuing to be a serving member of the NAED Police (EPD) Council of Standards. He meets with the CenturyLink 9-1-1 team on a weekly basis, and also participates in the BAFO evaluation committee, as well as the Utah FirstNet Committee meetings. On November 12, he participated with the NENA Utah Chapter in a community outreach event that involved preparing breakfast for the visitors to the Salt Lake City Ronald McDonald House.

- **Mission/Vision/Core Values – Eric** presented draft versions of a Mission and Vision statement for consideration of the Committee. They are:

#### **Mission**

It is the Mission of the State of Utah 9-1-1 Committee to support the highest quality and most cost effective public safety communications services available to the citizens of Utah, its emergency responders, and all visitors to our State.

#### **Vision**

Our Vision includes the meeting the challenges and changes necessary to embrace new technologies, consolidate resources, remain fiscally accountable, and support the adoption of industry accepted best standards by PSAPs throughout the State. The Committee resolves to develop a creative, forward-thinking philosophy committed to creating and establishing the highest levels of service possible.

#### **Core Values**

The State of Utah 9-1-1 Committee achieves our Mission through Integrity, Fairness, Fiscal Responsibility, Teamwork, and Respect.

For consideration and discussion at the next meeting.

**Financial Report: Jeremy** referred to the Financial Statement in the meeting packet and reported that there was no change in the available funds from the last meeting. **Joe Brown** reported that there is approximately \$2.21M Projected Funds remaining for this fiscal year. It was moved by **Kathy Quarnberg** and seconded by **Bill Harry** that “the financial report be approved”. There was no discussion. The motion carried with a unanimous vote.

4. **Projected CPE Upgrade Costs – Eric** presented a spreadsheet provided by CenturyLink that shows the expected equipment upgrade costs into F/Y 2014. The projected costs for 2013 upgrades are approximately \$1.138M or about half of our existing budget for this period. F/Y 2014 costs are to be determined.
5. **Unspent Encumbered Funds Status – Eric** reported that it is not as bad as we thought, and that there is about \$140K outstanding in unspent encumbered funds. It is out intent to reach out to the affected PSAPs and start measures to have those funds released back into our fund. **Eric** to meet with **Kevin Bolander** and **Joe** to figure get this handled.

## 6. Grants:

**Bountiful PD – Chief Tom Ross and A/Chief Ed Biehler** returned to present their grant application from the previous Committee meeting. This is to replace their Vesta Pallas CPE with a Positron Viper system. There were some increases to the grant since the last meeting including about \$7,360 network and \$2,550 in IWS hardware, and \$51 on Project Management fees. The total increase is \$9,961. The new amount for approval by the Committee is \$204,364.84. After a discussion, it was moved by **Kevin Rose** and seconded by **Brett Mills** that “the Bountiful grant application in the amount of \$204,364.84 be approved”. There was no discussion. The motion carried with a unanimous vote.

## Round Table:

- **Tina Roylance** reported that she has determined that she has been appointed by the Governor.
- **Chair Election** – There will need to be an election of a new chair at the next meeting. The candidate will need to come from a Class 1 County.
- **Deb Mecham** – Requested that the packet and agenda be distributed sooner to the Committee members. Agenda and packet to be sent out a week ahead. Eric to comply.
- **Move Financial Business Earlier in Agenda** – Eric to move financial business up in the sequence of the agenda.
- **Prepaid/Point of Sale Revenues** – Jim Clayton to be approached to brief the Committee at the December meeting.

**Motion to Adjourn** – A motion to adjourn the meeting was made by **Tina Roylance**, Seconded by **Deb Mecham**. The motion carried by unanimous vote.

**Next Scheduled Regular Meeting: Thursday, December 20, 2012 @1300, Rampton Complex, 4501 South 2700 West, Salt Lake City, Utah 84129-5928, Telephone Bridge 801-538-1700**