



Utah 911 Committee

Gary R Herbert
Governor
Jeremy Raymond
Chair

August 16, 2012
Regular Meeting
Minutes

Committee Member Attendees

Randy Auman
Rick Bailey
Phil Bates
Doug Chandler
Dean Cox
Laonna Davis
Justin Grenier
Bill Harry
Mike Mathieu
Deborah Mecham
Danny Neds
Kathy Quarnberg
Jeremy Raymond
Kevin Rose
Dave White

Committee Members Absent

John Brewer
John Rogers

Staff Members Present

Kevin Bolander
Joseph Brown

General Attendees

Bert Granberg
Kelly Green
Cindy Mellor
Ken Romero
Randy Swalberg
Lesa Wilson
Linda Petty
Wendy Lister
Chris Rueckert
Tenille Young
Ed Engles

Representing

Bear River PSAPs
South East Association
State of Utah Dept. of Public Safety
State of Utah Dept. of Technology Services
Five County PSAPs
Rural - State of Utah Dept of Public Safety
Washington County
Salt Lake County PSAPs
Weber County PSAPs
Utah County PSAPs
Wireless Communications Carrier
Six County Association of Governments
Uintah Basin Association
Davis County PSAPs
Local Exchange Carrier

Representing

Rural Incumbent Local Exchange Carrier
Mountainlands PSAPs

DPS /Attorney General's Office
Administrative Services Director

Representing

AGRC
AGRC
CenturyLink
CenturyLink
CenturyLink
DPS/Box Elder
DPS/Cedar City Communications
DPS/Communications Bureau
DPS/SLC Communications
Governor's Office of Planning & Budget
Intrado

Meeting Minutes

Meeting called to order by Chair, **Jeremy Raymond** at 1310 local time.

- 1.0 Minutes:** Motion to approve the minutes of the Utah 9-1-1 Committee meeting held July 19, 2012 made by **Dough Chandler**, seconded by **Mike Mathieu**, approval was unanimous.
- 2.0 Public comment:** Cindy Mellor, CenturyLink, briefed the Committee on the issue surrounding Telecommunications Service Priority (TSP) service. This service, which was recommended in the GEOCOMM assessment report, can be provided on 9-1-1 trunks at a recurring cost, and involves the restoration of 9-1-1 trunks on a priority basis should a catastrophic failure of the PSTN occur.¹ Costs for TSP service are approximately \$656 per year per CAMA trunk, plus a \$20 per month recurring charge per CAMA trunk, as well as a fee for repair. After a brief discussion, it was decided not to pursue TSP service at this time. Refer to the attached TSP PSAP Enrollment Guide for further detail.
- 3.0 Grants - General**
- It was agreed that all grant applications are on hold pending the review of the entire grant request and award process by the new Program Director.
 - A Grant “Master List” showing the status of outstanding grants will be included along with the minutes. Only outstanding Grants or those that need action or monitoring will be included.
- 4.0 Grant Applications:**
- On hold (see 3.0 above).
- 5.0 Committee Business**
- **VECC – Weber NG Network Project - Bill Harry** reported that progress is being made on CPE for the two main PSAPs, and the equipment for the satellite centers is in process. He also reported other PSAPs are interested in the network, and may be considering getting involved at a later date. Bill indicated that installation should occur late October for VECC, and Weber immediately following VECC. He also commented that the i3 Standards have changed, and that they are doing it the right way; however, there will be a few bumps along the way.
 - **Next Generation 911 RFP - Bill Harry** further reported that the technical scoring and technical pricing have both been completed. The next step is to meet with Sate Purchasing to discuss a BAFO and any other strategic issues. A meeting Purchasing has tentatively been scheduled for Wednesday, August 22, 2012. It was necessary to extend the CenturyLink contract 90 days, and this is in process. The question was raised regarding the BAFO – Do the details of the BAFO(s) need to be addressed by the

¹ GEOCOMM, “Salt Lake Metro 9-1-1 Assessment and Feasibility Study – Final Feasibility Assessment Report”, April 2012. p .5-12.

Committee? It was generally agreed that the Committee should get together, via conference call if necessary, to review the details of the BAFO process.

- **911 Committee Project Manager Position - Jeremy Raymond** reported that the background check on Project Director has been completed. A motion to formally approve **Eric Parry** into the role of the Program Director was made by **Dave White**, seconded by **Randy Auman**, and passed by a unanimous vote.
- **Future Grant Funding** – There were concerns expressed regarding duplication of costs and effort for some PSAPs and that change should be encouraged and supported by Committee wherever possible. The data collected through the ECaTS program might be valuable in further developing standards and policies surrounding the funding model for grant awards. It was further suggested that a funding model that included a “matching formula” may be of merit down the road. There was also discussion concerning the need for Eric to be intimately involved in all aspects of equipment procurement – from the establishment of policies to the technical discussions with vendors. The Committee members also expressed the need for a “beginning to end” process, complete with a checklist style of system that ensures technical and legal compliance to our current funding processes. Eric is now tasked with developing such a system on a priority basis.
- **PPBH/Penna** – Grant extension for upcoming year has occurred. The Committee is happy with the PSA work done by Penna.
- **Rich County – Randy Auman** raised an issue concerning the UPS system in Rich County. With the Committee’s approval of new CPE, the existing UPS does not have the capacity to support the equipment upgrade. It is not clear what other equipment is being supported by the UPS. Dave White and Eric Parry are planning a road trip to Rich County to meet with the PSAP Manager and do a little more research into the PSAP UPS situation and report back to the Committee. It was generally agreed that some support in regard to a UPS upgrade would be conditionally provided based on further information.
- **Formation of 9-1-1 Program Executive Committee** – Deb Mecham reminded the group that this matter was discussed at the May 17, 2012 and that there was a motion not to form an Executive style committee which was accepted and passed by the Committee.
- **Financial Report: Joe Brown** gave a brief overview of the latest financial report, stating that there is about \$546 of unobligated funds, and we can expect about \$2.7M available for Grant Awards in FY 2013. With the new obligations of about \$559K, our projected available funds remaining should be about \$2.1M.

Round Table:

- Dave White reported on the Park City/Wasatch network cutover and consolidation. The changes involved the merging of three separate PSAP call deliver systems into three virtual PSAP systems all running on one Patriot system on a fully redundant network. The cutover went without a hitch, and literally within a matter of minutes, the changes were made and calls were being routed and answered.

Adjournment: Motion to adjourn made by **Doug Chandler**, seconded by **Dave White**; approved by a unanimous vote.

**Next Scheduled Regular Meeting: Thursday, September 20, 2012 @1300, Uintah Basin
Communications Center, 641 East 300 South Suite 310, Vernal, UT
Telephone Bridge: 801.538.1700**

Telecommunications Service Priority (TSP) PSAP Enrollment Guide

The TSP Program is administered by the Department of Homeland Security's National Communications System (NCS) with sponsorship and oversight by the Federal Communications Commission (FCC.) To assist PSAP administrators in the preparation of successful TSP applications, the NCS and FCC have developed the following steps for enrollment:

1. The PSAP administrator evaluates the telecommunications services used by the PSAPs under its control to determine which lines should have TSP coverage. The administrator consults with its telecommunications service providers to determine the cost of TSP coverage. Some service providers charge for TSP, some do not. Each service provider should provide the PSAP administrator with the circuit identification numbers so that the administrator can complete the TSP application. Circuits eligible for TSP include:
 - Voice circuits from the 9-1-1 selective router to the PSAP (PSAP trunks)
 - Data circuits from the PSAP to the pooled ALI host (ALI data circuits)
 - Busy-out circuits from the 9-1-1 selective router to the PSAP (busy-out circuits)
 - Circuits from a central office to the 9-1-1 selective router (end-office trunks)
 - Circuits between the PSAP and the radio tower (radio circuits)
 - 24x7 and/or administrative lines
2. The PSAP administrator notifies the FCC by email (tspinfo@fcc.gov) of the proposed TSP coverage and requests federal sponsorship. In requesting sponsorship, the PSAP administrator provides the following information: the identity of each PSAP along with the related quantity and type of circuits for which TSP coverage is requested. (e.g., Topeka Main Ave PSAP: 5 PSAP trunks and 2 ALI data circuits).
3. Upon notification that the FCC will act as the PSAP's federal sponsor, the PSAP administrator accesses the NCS web-site at (<http://tsp.ncs.gov>) to establish a TSP account. [Select "E-forms", then "Register to use e-forms."]
4. The NCS will provide a login ID and password.
5. The PSAP re-enters the NCS web-site (using the login ID and password) and fills out the application form. [Select "E-forms", then "Access to e-forms application", then "TSP request for service users (Form 315)]."
6. The NCS approves TSP coverage and provides the PSAP administrator with TSP authorization codes for each circuit. (e.g., TSP02H682)
7. The PSAP administrator notifies the service provider of the TSP authorization codes and requests TSP service.
8. The service provider issues the appropriate service order activity to establish the TSP service on each circuit and enters it into the priority service operations support systems.

TSP – Additional Detail (as provided by CenturyLink)

There is no priority given to 9-1-1 without TSP. During an outage, a cable cut for example, we will identify if 9-1-1 is affected and have “eyes on it” but TSP takes priority. Many of our 91-1 customers choose to add TSP to their 9-1-1 trunks.

Telecommunications Service Priority (TSP) Pricing

Customers who are approved by the FCC to order TSP on their individual Qwest circuits will be charged an MRC and an NRC based on the type of TSP requested (i.e. Restoration or Provisioning) and whether Qwest is providing/ordering the access circuit(s) on customer’s behalf. If Qwest (QCC) is providing TSP on a customer’s circuit, then Qwest **must** order TSP on access services as well, unless the customer is providing their own access.

The charges for TSP are **non-negotiable** because it is a federally mandated service, which means that carriers are not permitted to mark-up the service charges for profit. TSP is charged at our cost to maintain the service.

The current pricing for TSP is shown below.

TSP Non-recurring Charges – Charges are cumulative

- TSP Provisioning priority installation of a new circuit without local access coordination (per circuit): \$400.00
- TSP Provisioning priority installation local access coordination, per local access circuit: \$128.00
- Example: TSP Restoration on Private Line with 2 loops would be charged \$656.00 NRC.
- TSP Priority Restoration without local access coordination, per circuit: \$400.00
- TSP Priority Restoration local access coordination, per local access circuit: \$128.00
- Example: TSP Restoration on Private Line with 2 loops would be charged \$656.00 NRC.
- TSP Priority Level Charge: \$50.00

Monthly Recurring Charges - applied to TSP designated circuits

- TSP Administrative and Maintenance Charge: \$20.00