



Utah 911 Committee

Gary R Herbert
Governor
Jeremy Raymond
Chair

October 18, 2012
Regular Meeting
Minutes

Committee Member Attendees

Justin Grenier
Bill Harry
Deborah Mecham
Bret Mills
Danny Neds
Kathy Quarnberg
Jeremy Raymond
Kevin Rose
Lesa Wilson
Alan Workman

Representing

Washington County
Salt Lake County PSAPs
Utah County PSAPs
Emery County
Wireless Communications Carrier
Six County Association of Governments
Uintah Basin Association
Davis County PSAPs
DPS/Box Elder
DPS/UHP

Committee Members On Bridge

Randy Auman

Representing

Bear River PSAPs

Staff Members Present

Kevin Bolander
Joe Brown
Eric Parry

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

Staff Members On Bridge

N/A

General Attendees

Bert Granberg
Kelly Green
Ed Biehler
Tom Ross
Dave White
Cindy Mellor
Ken Romero
Randy Swalberg
Jim Thomas
Lorenzo Barlow
Warren Darger
Tom Norvelle
Ed Engles

Representing

AGRC
AGRC
Bountiful PD
Bountiful PD
CenturyLink
CenturyLink
CenturyLink
CenturyLink
CenturyLink
Colorado City Dispatch
Colorado City Dispatch
Davis County Dispatch
Intrado

Linda Petty	DPS/Cedar City Communications
Wendy Lister	DPS/Communications Bureau
Kordine Nelson	DPS/Price Communications
Jennifer Stefanoff	DPS/Price Communications
Chris Rueckert	DPS/SLC Communications
Laonna Davis	DPS/Uintah Basin Communications
Karl Kuehn	Layton PD
Shelley Peterson	Logan County 9-1-1
Laurilee Talbot	Logan County 9-1-1
Heather Bennett	Poison Control
Rachel Moore	Provo PD
Rayma Ross	Weber Area Dispatch
Tina Roylance	Weber Area Dispatch
James Hunsaker	SLCPD
Melanie Crittendon	Summit County
Regina Nelson	Tooele County
Chris Dunn	UPD
Lin Shafer	VECC
Gigi Smith	VECC & Utah APCO
Peter Kuhlmann	Washington County

General Attendees on Bridge
Emily Weston

Representing
Rich County

Minutes

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

- 1.0 **Minutes:** Motion to approve the minutes of the Utah 9-1-1 Committee meeting held August 16, 2012 made by **Kathy Quarnberg**, seconded by **Bill Harry**; approved by a unanimous vote. Carried.
- 2.0 **Public comment:** There was no public comment.
- 3.0 **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 \$2.445M Projected Funds remaining for this fiscal year excluding operating costs (\$400K), so bottom line - there is about \$2.4M for distribution.
- 4.0 **Grants**
 - **Rich County – Randy Auman** provided a brief overview of the Rich County UPS grant application. This was the third month that this has been outstanding and consists of an amendment to a grant for CPE equipment that was passed several months ago that would add \$7889.00 to the original amount. Jeremy raised the question that Deb Mecham brought up at the last meeting where it appeared that the requested amount did not add up to what was visible on the scanned invoice from Rich County. A resubmitted invoice revealed a column where the amounts were visible and did add up correctly to the \$7889.

It was moved **Bill Harry** and seconded by **Alan Workman** that “the grant application as submitted by Rich County be approved” There was no further discussion. The motion carried with a unanimous vote.

- **Wasatch/Summit/Park City Network Fees – Eric Parry** provided a brief overview of the omission of the approval language from the minutes of the Committee meeting held June 16, 2011 concerning the a/n network fees. If the network fees were approved, there is no official record of the approval. This amounted to approximately \$43,800 for each of the PSAP locations. In addition, the final billed amounts for these installations ended up not matching the numbers that were approved at the June 16, 2011 meeting. **Cindy Mellor** was asked to provide additional detail as to why the numbers actually came in below the original estimated amounts. She explained that as this installation went forward, the equipment locations changed, and so did the “per location” maintenance costs. It was further explained that the entire installation came in under budget and therefore below the original funding allocation (including the missing network fees). A brief discussion followed concerning whether or not the network fees had been approved at the June 16, 2011. **Deb Mecham, Cindy Mellor and Melanie Crittenden** confirmed from memory as well as hand written notes that the network fees were discussed and were approved separately from the equipment costs at that meeting. Subsequent enquiries from **Melanie Crittenden** to **Bill Jensen** in this regard did not meet with any success. In addition, audio recordings for that particular meeting could not be located.

It was moved **Kevin Rose** and seconded by **Danny Neds** that “the network fees be approved”. There was no further discussion. The motion carried with a unanimous vote.

- **Bountiful PD – Chief Tom Ross and Lt. Ed Biehler** presented a grant application to replace their Vesta Pallas CPE with a Positron Viper system. The Vesta Pallas system is coming to end of life. They requested that the Committee fund 80% (\$204K) of the system. This equipment would allow Bountiful to become a satellite PSAP off the VECC/Weber network. **Bill Harry** raised a question concerning the class of county, and it was determined that Davis is a county of the second class. Lt. Biehler went on to explain that under the proposed satellite model, there would be significant cost savings by being able to use equipment housed at VECC or Weber. He also indicated that they requested a bid from Cassidian but that it was more economical to pursue the Viper option. **Bill Harry** enquired as to what the cost savings of becoming a satellite were, and **Cindy Mellor** offered that it was in the range of \$70K. The quote includes charges for two T1 circuits between VECC and Bountiful, which is less expensive than connecting through Weber. With regard to A9-1-1 charges, these would be prorated across the satellite sites. **Jeremy Raymond** reminded the Committee that back in August we discussed that any future grants be put on hold pending a closer look at how the Committee needs to manage grant awards, and that the Committee needs to look at grant applications on a case by case basis. **Kevin Rose** enquired as to where we with regard to the development of criteria for grant awards and when the Committee might expect some progress in this regard. **Eric Parry** responded that developing criteria will be a challenge, and that there is no easy solution, and that options such as establishing higher grant matching criteria might be considered. **Randy Auman** reiterated that it was his understanding that we were going to hold off on grants until the Committee could look at what was

outstanding and what funds we had to work with, and what we could move forward on. **Jeremy Raymond** replied that nothing has changed since the August meeting and that with the new fiscal year and the new Manager that we needed to look at the bigger picture before making future grant awards. Insofar as this grant application goes, the equipment would not be purchased until May 2013. It was decided that **Eric Parry** should reach out to the PSAPs and determine which PSAPs are scheduled for equipment upgrades. **Cindy Mellor** stated that most of the big upgrades (i.e. SLC, UPD, VECC, Weber) and that there were only a few left that needed upgrading. It was agreed that **Eric** will work with CenturyLink to prepare a list of scheduled upgrades over the next 24 months with costs for presentation to the Committee. This will help us ascertain whether or not we will have the resources to fund the upcoming known upgrades.

It was moved **Kevin Rose** and seconded by **Bill Harry** that “the Bountiful grant application be tabled until next month”. **Discussion: Kevin Rose** commented that this would allow time to get some figures back to see where we sit, and what funds we can anticipate for expenditure over the next 24 months. **Alan Workman** requested clarification on the delay. It was confirmed that the delay was to allow the Committee to further assess its financial situation, and that earlier discussions surrounding changing the grant matching numbers did not apply to this situation. It was also agreed that Bountiful’s grant application is financially sound and a technological move in the right direction. The motion carried with a unanimous vote.

Jeremy thanked the Bountiful representatives for their patience and understanding in this regard.

- **Unspent Encumbered Funds** – The matter of unspent funds was discussed. Eric Parry volunteered to meet with **Joe Brown** to identify those PSAPs that show a balance of unspent encumbered funds. It was reported that some PSAPs did receive emails from the previous Committee chair in this regard, but it is unclear as to what follow up occurred. It was agreed that letters should go out to the affected PSAPs and that the PSAPs would need to formally forfeit their claim to the funds. **Kevin Bolander** commented that we would need to formulate language for the letter. **Eric Parry** to work with **Kevin Bolander** and **Joe Brown** to come up with template.

5.0 Committee Business

- **Welcome New Committee Members** – **Jeremy Raymond** welcomed the new Committee members. Round table introductions followed with each Committee member introducing themselves to the group. Due to time limitations, it was decided that the new Committee member orientation that had been prepared for this meeting will be pushed to the November meeting. This would also accommodate the yet to be appointees that are currently in process.
- **Committee Membership Update** – **Eric Parry** reported that we still have three positions vacant. The Rural Incumbent LEC position is vacant, as well as the Davis County representative. Both of these positions have individuals considering applying for nomination by their respective authorities. The second Radio Communications position is also vacant, Eric to work with **Danny Neds** and **David White** for a nominee. In addition, there are several nominees who are pending appointment by the Governor (**Melanie**

Crittendon – Mountainland; **Peter Kuhlmann** – Washington County; **Tina Roylance** – Weber County; **Jim Thomas** – LEC).

- **Tax Commission Size-Up Records** – **Jim Clayton** from the Tax Commission was not available. Pushed to November meeting.
- **PPBH** – **Britni Brozo** presented an overview of the PPBH public education program. The Committee has had a contract with PPBH for four years, and thought that it would be appropriate to apprise the new members of this program. In addition, the Committee needs to consider extending the contract for another year. The education sub-committee is in discussions with PPBH, and we are attempting to come up with a plan for the next year. **Denice Smith**, our purchasing agent from DPS, indicated that we can extend the contract but that it needs to be done in the next 30 days. She also reported that we have four more extensions available on this contract.
It was moved by **Deb Mecham** and seconded by **Kevin Rose** that “the PPBH contract be extended four years and to hold off on any discussion on budget until we have more information on our revenues”. There was no discussion. The motion carried with a unanimous vote.
- **ATRUS AED Presentation Request** – **Elliot Fisch** presented an overview of the ATRUS AED system. The presentation focused on the advantages of AED’s and being able to accurately determine where the nearest AED is when a call arrives that involves a cardiac arrest. He reported that there were issues with the State’s AED registry tool, that it was not user friendly, and it was basically maintained by users on a voluntary basis. He also indicated that none of the information was merged into any agency CAD systems. The risk is that agencies are not aware of where the AED’s are when they need them. The ATRUS system (AED Link) provides immediate AED location information to PSAPs. All information concerning the AED devices is retained in their data base. This includes location changes, product expiry information, etc. The system is available in two options – a customized system for about \$8K to set up, and then a yearly maintenance fee of about \$1.2K per year. The other option is where we provide our information to a National Registry, be provided with links to that registry. AED Link is the software, and it is priced out at a per population served at a rate of 4¢ per person per population served. There is a possibility to provide a lower rate based on an established State contract where PSAPs could purchase the discounted service. Beyond the availability of a video display screen and an internet connection, there is no requirement for any additional equipment. ATRUS has documentation that supports the success of the system. Discussion of the next steps in AED registration in Utah put over to the November meeting.
- **AGRC Briefing** – **Bert Granberg** gave a brief overview of a project in AGRC that involves the mapping of all state addresses on an x/y coordinate basis. There are contracts in place with 23 counties to collect and keep this information, as well as keep the master address data base up to date. This information will be of value to PSAPs particularly where there may be jurisdictional overlap. A statewide master address data base should be ready by early next year. He will keep us apprised of progress as this project moves along.
- **ECaTS Update** – **Chris Duxler** presented a “year in review” of the ECaTS system in Utah PSAPs from September 2011 to September 2012. There were just over 1M 9-1-1 calls with about 84% of those being wireless. State averages for call processing time were 3.45 seconds to queue, 4.74 seconds ring time, and average hold time was 6.67

seconds. Call volume has increased 43% over the past year, most of the increase occurring over the winter months. There were many equipment changes that required coordination with CenturyLink. Generally, call processing times improved with the equipment changes. **Jeremy Raymond** requested that a report be prepared for each PSAP in a year end format. Chris to send to Eric for redistribution. This would be good information for PSAPs. Refresher training for PSAPs has been discussed, **Eric** to reach out to PSAPs asking for interest in PSAP training. There is also a need for standardization of ECaTS terminology. **Jeremy** requested that Bountiful's stats be presented along with the grant application. This would be of value for all future grant applications. Annual data, hi/low stats by week, etc. would be of value. A question was posed if ECaTS can track the quality of location information for wireless calls, and it was determined that ECaTS can only capture the locations as received from the network. There is a module that is available which captures more location information.

- **Broadband Sub-Committee Report – Kevin Rose** reported that things are starting to move along; FirstNet had its first meeting last month, and passed several resolutions necessary to set things up. They also did a presentation on the conceptual network design which utilizes commercial carriers to supplement the proposed network. Following the meeting, they released a Notice of Inquiry to gather comments on the network design concept which is due next month. The Sub-Committee is meeting to draft up a response for either the State of Utah or a combined response from Utah, Nevada, Arizona and Oregon. Kevin to update at next meeting.
- **Weber NG Network Project - Bill Harry** reported that
- **Next Generation 911 RFP - Bill Harry** reported that a due to issues with the original RFP and subsequent responses by bidders, that a realistic comparison of the bids was not feasible. As a result, Purchasing suggested that the sub-committee meet and put together a Best and Final Offer (BAFO) for the bidders of the original RFP with changes as suggested by Purchasing. That has been completed, and we now need to get the Committee's approval to send the BAFO out. **Bill** explained that the major changes are that the Department of Purchasing would like to have five year contracts, where the original RFP called for a three plus two-year contract; we are proposing a five plus two-year contract. This arrangement saves on administrative overhead over the long haul. The second change was around technology. **Bill** stated that it is well known that technology moves forward quickly and changes every 18 months or so. Therefore, a condition was added to allow for changing technologies and equipment within the scope of the contract. The third change was the deletion of the statewide solution requirement. It was felt that due to funding and evolving equipment standardization issues, the State of Utah was not ready to proceed with a statewide solution. Other changes involved the changing of the pricing matrix to allow for easier comparisons between proposers, as well as the changing of the order of certain questions to point proposers away from a statewide solution. **Bill** reported that the sub-committee members have all reviewed the BAFO, and that it is ready for release.
It was moved by **Kevin Rose** and seconded by **Justin Grenier** that "the Best and Final Offer be forwarded to Sate Purchasing". There was no discussion. The motion carried with a unanimous vote.
Bill stated that the results of the BAFO will come back to the Committee before going to Purchasing. Bill also stated that the response to the BAFO deadline will be about five days after release. If things go according to schedule, the BAFO be released next Friday (October 26) and the deadline for responses the following Friday (November 02). That

should give the sub-committee enough time to review the responses and report back to the November Committee meeting.

- **Legislation Opportunities Update** – Tabled to next meeting.
- **Program Manager Activity Update** – **Eric Parry** briefed the Committee on his activities since the September 20 meeting. He reported visiting all of the PSAPs in Davis County, as well as Salt Lake City, Summit County and Park City, which completes all of the PSAPs in the northern section of the state. He intends to keep pursuing the remainder of the PSAP visitations, and continues to find them invaluable in getting oriented to the various day-to-day issues faced by the PSAPs. Jeremy and Eric did a Committee presentation at the Utah APCO conference, and attended the Utah County Operations Committee meeting on October 4th. On October 5th, he met with Frontier Communications. Eric presented a 9-1-1 Committee update to the Greater Wasatch Communications Dispatch Multi-node group the morning of October 18th. The NAED Police Council of Standards met October 17-19 and Eric was part of those meetings as a voting member of the Standards Committee. Ongoing activities include filling Committee member vacancies, participating on the Broadband Sub-Committee, the State NG9-1-1 committee, CenturyLink and ECaTS weekly meetings, the NENA Institute Board, as well as chair of the NENA Education Advisory Board. Eric will be representing Utah at the National Association of 9-1-1 Administrators (NASNA) October 29-31 in Nashville, TN.
- **Mission/Vision/Core Values** – Push to next meeting. reported that in his opinion it is too early to develop these tasks and that he requires more time to become more thoroughly acquainted with the various program tasks of the Committee as well as the past, present and future goals of the Committee. It was also suggested that a PSAP survey be developed and distributed to get a better understanding of their needs.
- **WebEx** - **Eric** requested that the Committee give consideration to WebEx facilities for use in conjunction with our Committee meetings. He referred to the ATRUS AED presentation that was done over the internet, and suggested that this technology would be very beneficial to those who cannot attend our meetings in person. The WebEx would allow remote attendees to log in and view presentations as if they were at the meeting in person.

Round Table:

- **Prepaid/Point of Sale Revenues** – **Kevin Rose** indicated that he would like to see what is going on with Point of Sale revenues. Jim Clayton may be able to address this at the November meeting.

Motion to Adjourn – A motion to adjourn the meeting was made by **Kevin Rose**, Seconded by Bret Mills. The motion carried by unanimous vote.

Next Scheduled Regular Meeting: Thursday, November 15, 2012 @1300, Rampton Complex, 4501 South 2700 West, Salt Lake City, Utah 84129-5928, Telephone Bridge 801-538-1700