



Utah 911 Committee

Gary R Herbert
Governor

Deborah Mecham
Chair

January 17, 2013
Regular Meeting
Minutes

Committee Member Attendees

Randy Auman
Melanie Crittendon
Justin Grenier
William Harry
Peter Kuhlmann
Deborah Mecham
Kathy Quarnberg
Jeremy Raymond
Kevin Rose
Jim Thomas
Lesa Wilson
Alan Workman

Representing

Bear River Association
Mountainland Association
Five County Association
Salt Lake County
Washington County
Utah County
Six County Association of Governments
Uintah Basin Association
Utah Department of Technology Services
Incumbent Local Exchange Carrier
Rural DPS
Urban DPS

Committee Members on Bridge

Bret Mills
Tina Scarlet

Representing

Southeast Association
Weber County

Staff Members Present

Kevin Bolander
Eric Parry

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

Invited Presenters

Staff Members On Bridge

N/A

General Attendees

Bert Granberg
Cindy Mellor
Ken Romero
Randy Swalberg
Tom Norvelle
Denice Smith
Wendy Lister
Nicole Richards
Linda Petty

Representing

AGRC
CenturyLink
CenturyLink
CenturyLink
Davis County Dispatch
DPS Purchasing
DPS/Communications Bureau
DPS/Box Elder Communications
DPS/Cedar

Jennifer Stefanoff
Chris Rueckert
Tim Wallace
Ed Engels
Karl Kuehn
Sharon Counterman
R. D. Porter
Barbara Crouch
Rachel Moore
Colleen Conrad
Lisa Burnette
James Hunsaker
Regina Nelson
Chris Dunn

DPS/Price Communications
DPS/SLC Communications
Interior Solutions
Intrado
Layton PD
L. R. Kimball
L. R. Kimball
Poison Control
Provo City
SLC 9-1-1
SLC 9-1-1
SLCPD
Tooele County
UPD

General Attendees on Bridge

Laonna Davis
Chris Duxler
John Hunt

Representing

DPS/Uintah Basin Communications
ECaTS
TCS

Minutes

The meeting was called to order by chair **Deborah Mecham** at 1310 MDT.

1. **Minutes:** Motion to approve the minutes of the Utah 9-1-1 Committee meeting held December 20, 2012, made by **Alan Workman**, seconded by **Randy Auman**; approved by a unanimous vote. Carried.
2. **Financial report:**
 - **Unspent Encumbered Funds - Eric** reported that he continues to monitor unspent encumbered funds, and is waiting for final billing from several outstanding grant awards. Since the last meeting, about \$150K of encumbered funds has been returned to our balance sheet. It is his intention to claw back any unspent funds once the various projects have been completed to the satisfaction of the grantees. **Eric** to monitor the final numbers on these.
 - **Projected Available Funds Remaining** – There is about \$2,078,203 remaining in the grant fund. Summit County is in the process of submitting an invoice for their CPE upgrade.
 - **Approval of Financial Report** – A motion to accept the Financial Report was made by **Jeremy Raymond**, seconded by **William Harry**; approved by a unanimous vote. Carried.
3. **Grant applications**
 - N/A
4. **Public comment:**
 - **Recognition of Past Chair** – the Committee recognized **Jeremy Raymond**, the recently retired Chair of the Committee, with a gavel-style plaque and a rousing round of applause for a job well done. **Chair Mecham** expressed her appreciation to Jeremy

for his thoughtful oversight of the Committee. Jeremy thanked Deb and the Committee for this recognition.

- **Point of Sale Wireless 9-1-1 Surcharge Report – Jim Clayton** from the State Tax Commission provided an update to the Committee on the revenues collected from point of sale (prepaid wireless) retailers. He reported that there is a 1.9% tax on the sale of the devices and minutes that is collected and remitted to the Commission. The tax is remitted on the same form that is used for waste tire, lubricating oil, multi-channel video/audio, and sexually explicit business. They calculate 1.9% of the total sale, keep 3% of that for themselves, and remit the balance to the Commission. The revenues are distributed in the same manner as the other surcharges (i.e., 61¢, 8¢, 7¢ or 80.3%, 10.5% and 9.2%). The dollar amounts can change from month to month. Jim presented the handout materials for review. **Randy** asked why there were differences from month to month, and this was explained as variations in sales as well as adjustments made by the Commission. Most of the retailers are monthly filers, and the filings are based on their overall sales tax submissions. The tax was effective July 01, but the first distribution took place the following October. **Kevin Rose** noticed what appeared to be a discrepancy in the adding of certain columns. Jim indicated that there are still issues with the automated system used over the past few months and that they have reverted back to a manual calculation.

5. Committee Business

- **Committee Membership Update – Eric Parry** reported that we still have three positions vacant. Davis County has nominated **Tom Norvelle** and he is currently in process awaiting appointment by the Governor's office. The Rural Incumbent LEC position is vacant, and we are still waiting for **Dave Hatch** from CentraCom to put in his application. The second Radio Communications position is also vacant, with no nominee surfacing to date.
- **Sub-Committee Status Update – Deb Mecham** briefed the Committee on the proposal to form sub-committees to deal with our most pressing issues. She presented the results of a meeting with **Eric** in early January where topics of discussion included establishing some Committee priorities, strategic planning, achieving short term goals, as well as the creation of at least two more sub-committees (in addition to the existing ECaTS sub-committee) was discussed. The following sub-committee arrangement was submitted for discussion. Membership would include Committee members and would be open to participation from any other interested persons. Deb proposed the following:
 - **ECaTS Sub-Committee – Justin Grenier** to chair, along with members **Melanie Crittendon, Tom Norvelle, Chris Dunn, and Mark Whetzel**. **Deb** indicated that she will step down from the Chair of the ECaTS sub-committee in favor of **Justin Grenier**. This group would be tasked to review the ECaTS system and familiarize the 9-1-1 Committee with the data and reports that are available, and to coordinate with ECaTS to rectify any discrepancies with the purpose of having accurate and dependable data. This sub-committee would then make recommendations to the 9-1-1 Committee the types of data and reports that would be most valuable for use in the execution of our mandate. This sub-committee would interact with the other sub-committees to provide with information that would help them meet their respective goals. For example, ECaTS data might be of interest to the Funding Rules Sub-Committee to assist them in deciding whether or not ECaTS data would be of relevance in the grant decision process.
 - **Funding Rules Sub-Committee – Randy Auman** to chair along with members **Jeremy Raymond, Alan Workman, Kathy Quarnberg, and Tina Scarlet**. This

group would be tasked to review the current grant rules and processes and recommend guidelines and rules for future funding requests. This would include grant submission processes and criteria as well as any funding guidelines they deem appropriate. This sub-committee would coordinate with the ECaTS sub-committee and would determine if any data requirements would be required, and would also work with the NG9-1-1 sub-committee to consider the impact of NG9-1-1 and future funding needs and requests.

- **NG9-1-1 Sub-Committee – Kevin Rose** to chair along with members **William Harry, David White, Regina Nelson, and Karl Kuehn**. This group would be tasked to research and analyze how NG9-1-1 matters will impact the delivery of 9-1-1 to the citizens of Utah, and to educate and recommend to the 9-1-1 Committee the steps and plans necessary to meet the standards and public expectations of 9-1-1 service delivery in a NG9-1-1 environment.

The intent of the sub-committees is to work toward developing plans and strategies for their areas of responsibility and report back to the Committee on a regular basis to review their progress, seek approval, etc. As the sub-committees work through their various tasks, **Deb** and **Eric** would use the results of this work to craft a strategic plan.

It is expected that there will significant interaction between the sub-committees as many of the issues (such as the relevance of ECaTS data) are interrelated.

After a brief discussion, it agreed by all that this approach is a good one, and necessary to move forward on these issues.

Kevin Bolander commented it will be necessary for the sub-committees to make sure there is adequate documentation kept on the work done by each group. In addition, it was agreed that most issues would require a vote or ratification by the 9-1-1 Committee, and it would be the intent of the sub-committees to provide the information necessary enable educated Committee voting on the various issues.

Eric and **Deb** would be participating in all three sub-committees. Additional members may be added at the discretion of the Sub-Committee chairs.

It was felt that a formal endorsement of this concept was needed. It was moved by **Alan Workman**, seconded by **Kathy Quarnberg**; that “The Committee supports the Chair in the concept of the three sub-committees as presented, as well as any other future sub-committees in the future.” The motion was approved by a unanimous vote. Carried.

Deb suggested that the three sub-committees meet as soon as possible to start the processes and that they should be prepared to report their progress back to the 9-1-1 Committee at the February meeting.

- **ECaTS Utilization Presentation – Chris Duxler** presented an informative webinar on the ECaTS system and how other jurisdictions are using the information, and how some users have requested customized forms to assist in their business decisions. The presentation slides will be distributed to the Committee members. **Eric** to send out **Jordan Elliston’s** contact info to the Committee members. **Deb** raised the issue of refresher training, and it was suggested that the ECaTS sub-committee for further consideration.
- **ECaTS – AGRC Update – Justin Grenier** reported that he and **Eric** met with the AGRC to discuss how the ECaTS data could be used and how it could be displayed on the maps provided to the Committee at every meeting. A new version of the AGRC map that showed December 9-1-1 call volumes was distributed to the Committee. He went on to explain that since we now are looking in more detail at ECaTS data, we will be exploring ways to make this information more readily available in a format that is easy to view and

understand. The intent is to get the information out there and generate discussion. Another report that showed more detailed PSAP statistics which the AGRC produced was also distributed. Another issue raised was how ECaTS displays call transfer data, and that it appears that in some circumstances, transferred calls are being counted twice. This needs to be further discussed with ECaTS to determine how this information can be better displayed with the required degree of accuracy. **Justin** also hoped to be able to present a different map at each future Committee meeting.

Deb raised the issue of the standardization of the PSAP ECaTS profiles as discussed at the November meeting. **Eric** commented that this is still in progress and that it will be taken up by the sub-committee for a progress report at the next meeting.

Justin suggested that as each PSAP's profile is updated, that a call be made to each PSAP to ensure that they are okay with how their data is being represented.

In addition, customized reports will be further pursued with ECaTS. We also need to keep in mind that the contract is coming up for renewal in June and that we will be needing to decide on the value of ECaTS and whether or not we will continue on with the system.

- **Legislation Opportunities Update – William Harry** updated the Committee concerning the Utah Sudden Cardiac Arrest Survival Act (Title 26 Chapter 8b) amendment. He stated that he has met with Chief Chris Evans, and we have a sponsor for the Bill (Rick Cunningham, South Jordan). The comments that were received have been incorporated into the Bill and the plan is to have it presented to the Legislature. Letters requesting support of the Bill were sent to the presidents of the Utah chapters of APCO and NENA. Another matter with regard to potential changes to Legislation that might affect 9-1-1 is the issue of dispatchers having to be U.S. Citizens in order to get POST certification. He reported that this came up when it was determined that one of his new employees is Canadian and that she was kicked out of the POST class, even though she has Permanent Resident status. He has asked Dave Spatafore to look into this matter. The matter of PS-ALI and MLTS legislation was raised. It was reported that this legislation will be worked on this year for presentation to the 2014 Legislature. It was decided that we keep a close eye on this. Tina reported that UCAN has been in discussions with DTS to collapse the radio side of the DTS organization and bring them into the UCAN organization. This would form one statewide radio network and would offer an opportunity to bring everyone into the UCAN footprint. Brad Dee will be sponsoring a bill to address this issue and to try and find money to upgrade the system to the next technology and reduce some of the user end costs, duplication of equipment, etc. This would be a multi-year project with additional funding required that might look like how 9-1-1 funds are currently distributed. This effort will not impact our 9-1-1 funds. It was further decided that **William** continue to chair this sub-committee, and that **Kevin, Allan,** and **Tina** are willing to assist.
- **Next Generation 9-1-1 RFP - Bill Harry** reported that we have finally given all the information over to State Purchasing so that they can now be in contact with the potential vendors. We hope that by the end of January that they will have received all notifications back from the vendors and that they can now start on the contracts.
- **Program Manager Activity Update – Eric Parry** briefed the Committee on his activities since the December meeting. He reported that he has not been able to get out to any more PSAPs but that he hopes to resume his visits in the next few weeks. He met with Deb to get alignment with the future requirements and direction for the Committee in 2013. The result was the decision to approach the Committee on the sub-committee concept. He reported that he has been spending time with working on the BAFO effort,

and also with the ECaTS project with regard to how ECaTS data can best be used, as well as troubleshooting issues with certain PSAPs on a day to day basis. He also reports that he continues to audit unspent encumbered funds and will keep an eye on situations where equipment costs were below the original grant award. The ongoing issues with the webpage are presenting challenges and we need to explore our options concerning the improvements to the Committee website. He continues his volunteer activities with the NENA Education Advisory Board and NENA Institute Board, as well as continuing to be a serving member of the NAED Police (EPD) Council of Standards. He will be attending the NENA Development Conference in Orlando towards the middle of February. He reported that he was asked to write a position paper on Police protocol research for the IAED, and that he will be starting to prepare the 2012 report to the legislature.

- **Mission/Vision/Core Values** – There was discussion on the Mission/Vision/Core Values statement. **William Harry** reminded us that the mission of the State 9-1-1 Committee is primarily call delivery and that references to the references to public safety communications overstates our role. **Eric** to modify the statement to refer specifically to Emergency 9-1-1 call delivery.

6. **New Business**

- **Texting to 9-1-1** – **Eric** outlined a letter sent from NASNA to the FCC concerning comment on texting to 9-1-1. The comments were representative of Utah's concerns in this regard and it was felt that the Committee members should be apprised of this matter as texting to 9-1-1 will be very much in the spotlight in 2013 and that Utah PSAPs will need to plan to receive text messages in this regard.
- **March Meeting in St. George** – **Deb** proposed that the March meeting will be in St. George. It was moved by **William Harry**, and seconded by **Jeremy Raymond**, that "the March 9-1-1 Committee meeting be held in St. George". Carried by a unanimous vote.

Round Table:

- **Jeremy Raymond** raised the issue of the website and wondered if we should go out for some quotes to remake the website. He suggested that we could go out for some quotes perhaps from PPBH in this regard. **Kevin Rose** suggested that we should check with DTS on this matter as we can pay DTS to develop the site and then we can look after it once it is developed. **Eric** to follow up and investigate our options. **Kevin** to supply a contact in this regard.
- **Deb Mecham** raised an issue regarding the CenturyLink bill and the various anomalies that keep showing up. Ongoing meetings with the State Tax Commission and CenturyLink should reveal if any other PSAPs might be affected on this. As of January 2012, the reports are being reviewed manually for accuracy.
- **Jim Thomas** advised the Committee that because of his position with CenturyLink and possible conflict of interest issues, he may be abstaining from voting on certain Committee business. **Kevin Bolander** to follow up.

Motion to Adjourn – A motion to adjourn the meeting was made by **William Harry**, seconded by **Kevin Rose**. The motion carried by unanimous vote.

Next Scheduled Regular Meeting: Thursday, March 21, 2013 @ 1300 MDT, Fire Station 7, 1912 West 1800 North, St George, UT 84770-4728, Telephone Bridge 801-538-1700