



Utah 911 Committee

Gary R Herbert
Governor

Deborah Mecham
Chair

February 21, 2013
Regular Meeting
Minutes

Committee Member Attendees

Randy Auman
Melanie Crittendon
Justin Grenier
William Harry
Peter Kuhlmann
Deborah Mecham
Danny Neds
Tom Norvelle
Kathy Quarnberg
Jeremy Raymond
Kevin Rose
Tina Scarlet
Jim Thomas
Alan Workman

Representing

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

Committee Members on Bridge

Peter Kuhlmann
Bret Mills
Lesa Wilson

Representing

Washington County
Southeast Association
Rural DPS

Staff Members Present

Kevin Bolander
Eric Parry

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

Invited Presenters

N/A

Staff Members On Bridge

N/A

General Attendees

Bert Granberg
David White
Denice Smith
Wendy Lister
Jennifer Stefanoff

Representing

AGRC
CenturyLink
DPS Purchasing
DPS/Communications Bureau
DPS/Price Communications

Jordan Elliston
Tim Wallace
Ed Engels
Karl Kuehn
Shelley Peterson
Laurilee Tarbet
Colleen Conrad
Scott Freitag
James Hunsaker
Regina Nelson
Chris Dunn

ECaTS
Interior Solutions
Intrado
Layton PD
Logan 9-1-1
Logan 9-1-1
SLC 9-1-1
SLC 9-1-1
SLCPD
Tooele County
UPD

General Attendees on Bridge

Laonna Davis
Carolyn Flores

Representing

DPS/Uintah Basin Communications
Emergency CallWorks

Minutes

The meeting was called to order by chair **Deborah Mecham** at 1305 MDT.

1. **Minutes:** Motion to approve the amended minutes of the Utah 9-1-1 Committee meeting held January 17, 2013, made by **Kevin Rose**, seconded by **William Harry**; 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.
 - **Projected Available Funds Remaining** – There is about **\$1,880,908** remaining in the grant fund.
 - **Approval of Financial Report** – A motion to accept the Financial Report was made by **Jeremy Raymond**, seconded by **Alan Workman**; approved by a unanimous vote. Carried.
3. **Grant applications**
 - **Salt Lake City 9-1-1** – Request for 2012 Maintenance Fees – **Scott Freitag** presented a grant application in the amount of **\$102,802.40** for reimbursement of year 6 maintenance fees for 2012. A motion to approve 100% of the grant application was made by **Kevin Rose**, seconded by **Tina Scarlet**; approved by a unanimous vote. Carried.
4. **Public comment:**
 - **Schedule Express** – Schedule Express, a company that sells employee scheduling software, had forwarded materials to **Eric** for distribution to the Committee.
5. **Committee Business**
 - **Committee Membership Update** – **Eric Parry** welcomed **Tom Norvelle** as our latest officially appointee Committee member. We are still awaiting the Rural Incumbent LEC position to be filled. **Dave White** has agreed to reach out to **Dave Hatch** from CentraCom

to ascertain the status of his application. The second Radio Communications position is also vacant, with no nominee surfacing to date; however, **Danny Neds** and **Tim Wallace** from Interior Solutions agreed to check out their list of contacts to see if there is any interest. The problem is that most of the wireless carriers do not have permanent staff stationed in Salt Lake or the immediate area.

- **Presentation of 2012 Report to the Legislature – Eric** presented the 2012 report. He reported that a draft version of the report was presented to the Executive Offices and Juvenile Justice Committee on February 13, 2013. A motion to approve the report was made by **Justin Grenier**, seconded by **Randy Auman**; approved by a unanimous vote. Carried.
- **Sub-Committee Status Update – Deb Mecham** briefed the Committee on the status of the progress of the sub-committees formed at the last meeting, and expressed her appreciation for the work that has been done. The sub-committee chairs submitted individual reports as follows:
 - **ECaTS Sub-Committee – Justin Grenier** thanked **Bert Granberg** for preparing maps that display ECaTS data, and went on to distribute the latest version to the Committee. The new maps display the average call answer time as well as the average call processing times for every PSAP in the state; however **Bert** explained that there were some data anomalies concerning average call processing times that we are working with ECaTS to resolve. These anomalies are skewing the average call processing times for certain PSAPs. Justin also handed out a spreadsheet that showed all 9-1-1 call data for all PSAPs in the state which is a customized report that the ECaTS folks prepared for us. He went on to reiterate that we do not intend at this point to interpret the data, but rather to present it to the Committee for discussion. We are still in the process of updating the various PSAP ECaTS profiles, and once that is done, then all PSAP data comparisons will be “apples to apples”. **Jordan Elliston**, our ECaTS rep, stated that anyone who is having issues or questions with regard to ECaTS data should not hesitate to call her for assistance. **Justin** raised the question for consideration as to whether or not this information is useful, and would it be of value for our decision making processes. **Bill Harry** stated that he would like to see network centric data such as trunk usage. **Randy Auman** expressed the need to actually determine how the state will actually use the data, and that it is a \$100K product. He went on to suggest that it is the ECaTS sub-committee that needs to decide the value of the information and then come back to the Committee with that decision. It is the intent of the ECaTS sub-committee to continue to present different reports or maps at upcoming Committee meetings. **Deb Mecham** asked the sub-committee that since the ECaTS contract is coming up for renewal and that a decision in this regard needs to be made by the April meeting, as issues such as upgrade costs and other matters affecting the pricing structure should be investigated. She asked the sub-committee come back to the next meeting with a recommendation in this regard. The renewal question was posed to **Denice Smith**, who indicated that State Purchasing would prefer to do a 5 year contract which reduces paperwork and usually results in a better deal. It could be set up in such a way to do a one-year term with options for 4 renewals. A 5 year contract does not mean that we are locked into it for 5 years as there would be options for a 30 day termination clause written into the contract. The issue of ECaTS training was also raised and it was decided to go ahead and set a date for a 4-hour training session to be done at POST.
 - **Funding Rules Sub-Committee – Randy Auman** passed out the current funding rules and regulations, as well as the results of the discussions of sub-committee

conference call. He explained that one of the first things discussed was how the ECaTS data would be used with grant applications (Attachment E). He also indicated that the Committee has traditionally paid for CPE upgrades, but that in the future it may be the Next Generation costs. We therefore would need to know what the costs are going to be and how to go about getting additional funding. This could be achieved through increases in matching as we are pretty much spending what we bring in. Questions such as are we going to continue to fund backroom equipment or should the PSAPs assume a larger financial responsibility, and should we be funding a statewide NG network need to be answered. Another issue was investigating to see whether or not the funds collected by the State are actually going to the PSAPs? Another idea presented was the idea of establishing early in the year which PSAPs need upgrades, and asking them to come in and present their cases all at the same time. He asked that the Committee members review what they have presented and let him know if there are any comments or further suggestions. They plan to have another call prior to the next meeting, and be able to come to the next meeting with some recommendations. There was further discussion on future funding and how the Committee should pursue this matter. **Tina Scarlet** suggested that we meet with **Brad Dee** and present a detailed business case in this regard. **Bill Harry** indicated that as a result of his NG pilot, it would not be that difficult to come up with some hard numbers for a business case.

- **NG9-1-1 Sub-Committee – Kevin Rose** reported that his sub-committee met a couple of weeks ago to just get everybody on the same page as to what the issues are and how to proceed. The consensus was that NG9-1-1 is a huge issue and that it is the next logical step in the evolution of 9-1-1 in Utah. He reported that the expertise required to understand the complexities of a statewide solution is beyond the capacity of the sub-committee and that perhaps publishing an RFP to facilitate the hiring of a consultant to perform a statewide NG9-1-1 feasibility study was in order. He suggested that for a project like this, we do need to take our time and bring in the subject matter experts to outline what options are available to us technology wise, as well as which direction Utah should be going in this regard. In addition, it was suggested that perhaps a second RFP could be done to get down into the details of the technical aspects. He indicated that the next step would be drafting an RFP for consideration by the Committee. As well, there are several vendors interested in doing some services and product demonstrations. These will be scheduled in the next few weeks. Jeremy asked if this new RFP would have any impact on the current RFP/BAFO that is in the works, and it was determined that this new RFP would be a completely different initiative, more along the lines of a feasibility study and technical evaluation.
- **Legislation Sub-Committee Update – William Harry** reported that there is a committee but that they have not yet had a meeting, but they do hope to have one towards the end of March. He suggested that any proposed changes to our legislation need to come from the results of other sub-committee activities. He also stated that some of the changes such as the MLTS legislation and getting Tooele recognized in the legislation can go ahead irrespective of our long range strategic plan. He reported that this year there are three Bills that affect public safety communications: the Public Safety Communications Radio Amendment Act that is a UCAN/DTS systems bill, HB116 – Sudden Cardiac Arrest Act, and HB104 – Wireless Call Information Act. HB104 requires that the Criminal Investigation and Technical Services Act and requires DPS Criminal investigation Services collect

information on wireless carriers for the purpose of them providing location information on callers who are in duress or emergency situations. This would make DPS the single point of contact for this information.

- **Next Generation 9-1-1 RFP - Bill Harry** reported that the BAFO is finished and has been turned over to State Purchasing for completion of the contracts including pricing lists and statements of work. He also reported that the vendors that did not qualify have been notified, and that as far as he knows, we have met the time frame and that the contracts will be out by the end of March. He was also recognized by the Chair and congratulated for celebrating his birthday.
- **Cell Phone Sally & Utah 9-1-1 Website Update – Eric** reported that he followed up on the Cell Phone Sally DVD and that it is available for \$8 plus shipping per unit. The idea is that we purchase 38 DVD's for each of the Utah PSAPs for their use in local public education initiatives. There is a YouTube Link available for this video; however the Spanish sub-titles are only available on the DVD version. The Committee has permission to place a link to the video on the Utah 9-1-1 website. A motion to approve the purchase of Cell Phone Sally DVD's made by **Alan Workman**, seconded by **Jeremy Raymond**; approved by a unanimous vote. Carried. Eric to work with PPBH to get the link up on the website.
- **Texting to 9-1-1 - Eric** reported we will need to get our Utah PSAPs prepared for texting to 9-1-1. He indicated that he has a resource, Christy Williams, who is willing to come to Utah and speak to us and our PSAPs on this issue. Christy is from the North Central Texas Council of Governments (NCTCOG) and has just gone through an implementation involving 40+ PSAPs. We have until May 2014 to figure this out. Eric to ask Christy if she is available to come to address our Committee.
- **Program Manager Activity Update – Eric Parry** briefed the Committee on his activities since the January meeting. He reported that he has not been able to get out to any more PSAPs but that he hopes to resume his visits as the weather improves. A great deal of his time has been spent on the preparation of the 2012 Report to the Legislature. In addition, he has been actively involved in the BAFO contracts, ECaTS issues, the SIEC and FirstNet committees, as well as the various sub-committee meetings. He also reported that during his time at the NENA Development Conference, he participated in discussions on a proposal for Federally mandated telecommunicator training standards, as well as being assigned to be the Chair of a Quality Improvement model standard working group committee. There are also two PSAPs that may want his assistance in doing a staffing study. In addition, **Eric** met with Bart Christianson from Utah Interactive to explore a complete makeover of the Committee website, and they plan to get together over the next few weeks to explore options. As well, the Utah 9-1-1 website now has a non-emergency app link that provided non-emergency numbers for your particular zip code. A question was raised concerning what happens if you are not in your zip code, or you do not know what zip code you are in. Eric to follow up with PPBH.
- **Tax Commission CenturyLink Subscriber Count Issues – Deb Mecham** reported that this is a carry-over issue from last month regarding inaccuracies in subscriber accounts. It remains an ongoing issue, and she plans to follow up with **Jim Clayton** and **Cindy Mellor** as time permits.

- **Conflict of Interest Issue – Kevin Bolander** responded to the issue of Committee members potentially being in a conflict of interest when it comes time to vote on an issue pertaining to a PSAP funding matter. This was raised by Committee member **Jim Thomas** from CenturyLink, and advice received from the CenturyLink legal department. **Kevin** stated that it is acceptable for individuals to abstain from voting should they perceive a conflict of interest. The Committee has discretion in handling these types of situations. It was agreed that where **Jim** feels there is a conflict of interest, that he abstain from voting, and ensure that the abstention is recorded. The issue of Committee members from PSAPs voting on matters that affect their PSAPs was raised. **Kevin** stated that he did not think that was a conflict of interest issue.
- **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

Round Table:

- **Jeremy Raymond** raised an issue regarding the public's awareness of what the 9-1-1 Committee actually does, explaining what the surcharge is all about, and what it does. He suggested that we look into doing something like this, and perhaps it could coincide with the new Committee website. In addition, the practice of doing press announcements when a grant was awarded has fallen by the wayside. **Eric** to follow up with PPBH on ideas in this regard.
- **Eric** reported that he has just passed his 6 month anniversary on the job and requested a performance review. **Deb** will work with **Joe Brown** and **Jeremy** along with other Committee members to get this handled.

Motion to Adjourn – A motion to adjourn the meeting was made by **Jeremy Raymond**, seconded by **Justin Grenier**. 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