



Utah 911 Committee

Gary R Herbert
Governor

Deborah Mecham
Chair

March 21, 2013
Regular Meeting
Minutes

Committee Member Attendees

Randy Auman
Melanie Crittendon
Justin Grenier
Deborah Mecham
Kathy Quarnberg
Kevin Rose
Tina Scarlet
Alan Workman

Representing

Bear River Association
Mountainland Association
Five County Association
Utah County
Six County Association of Governments
Utah Department of Technology Services
Weber County
Urban DPS

Committee Members on Bridge

William Harry
Bret Mills
Danny Neds
Tom Norvelle
Jeremy Raymond
Jim Thomas
Lesa Wilson

Representing

Salt Lake County
Southeast Association
Wireless Communications Carrier
Davis County Dispatch
Uintah Basin Association
Incumbent Local Exchange Carrier
Rural DPS

Staff Members Present

Eric Parry

State 9-1-1 Program Director

Invited Presenters

N/A

Staff Members On Bridge

Kevin Bolander

DPS /Attorney General's Office

General Attendees

Cindy Mellor
Sterling Barlow
Warren Darger
Linda Petty
Carolyn Flores
Ed Engels
Sharon Counterman
David Jones

Representing

CenturyLink
Colorado City
Colorado City
DPS/Cedar
Emergency CallWorks
Intrado
L. R. Kimball
Mission Critical Partners

General Attendees on Bridge

Tim DiMarco
David White
Laonna Davis
Cindy Flowers
James Hunsaker
Chris Rueckert
Joanne Parry

Representing

Cassidian
CenturyLink
DPS/Uintah Basin Communications
St. George PD
SLC PD
DPS/SLC Communications
N/A

Minutes

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

1. **Minutes:** Motion to approve the amended minutes of the Utah 9-1-1 Committee meeting held February 17, 2013, made by **Randy Auman**, seconded by **Kathy Quarnberg**; 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 **Kevin Rose**, seconded by **Tina Scarlet**; approved by a unanimous vote. Carried.
3. **Grant applications**
 - **St. George PD** – Request for CPE upgrade. **Justin Grenier** presented a grant application in the amount of **\$440,197.45** that includes CPE plus maintenance and five years of network. This is a legacy project initially started by **Jeff Dial** that received Committee approval back in 2009. This is a split core configuration with one server located at the PD and the other server located at the EOC. One network connection would link the two servers together. It was acknowledged that in a perfect world, there should be another network path, but that the additional expense for this purpose was not warranted at this time. **Justin** further commented that this grant amount would be reduced by purchasing local monitors at significant saving. As well, it was felt that only one year of network should be approved. A motion to approve a not to exceed grant in the amount of **\$520,000** that includes one year of network was made by **Alan Workman**, seconded by **Kevin Rose**, approved by a majority vote with **Jim Thomas** abstaining. Carried.
4. **Public comment:**

N/A
5. **Committee Business**
 - **Committee Membership Update** – **Eric Parry** reported that **Dave Hatch** from CentraCom is no longer a contender for the position of Rural Incumbent Local Exchange Carrier. **Dave White** further reported that he is in the process of contacting Dave Hatch's

boss to see if he would be interested in the position. With regard to the second Radio Communications position vacancy, **Eric** reported that he has been given the name of a Verizon person, **Steven Reed** who is the Federal Account Manager for Verizon Solutions. **Eric** to follow up in the next few weeks with him.

- **Sub-Committee Status Update – Deb Mecham** briefed the Committee on the status of the progress of the sub-committees. The sub-committee chairs submitted individual reports as follows:
 - **ECaTS Sub-Committee – Justin Grenier** handed out the latest report that further shows the second-by-second break-down 9-1-1 call answer time within the 10 second window for the month of January. The second page of the report shows the data in a percentage format. Since the report was just recently prepared, not all PSAPs were shown; however, if the Committee is okay with this type of report and format, ECaTS will go ahead and complete it. There were positive comments in regard to this report. Justin further commented that he would like to go ahead and develop other reports that would look at costs per 9-1-1 call, as well as trunk utilization reports. It was agreed that this information would be of value. The issue of renewing the ECaTS contract was raised, and it was decided that the public agenda for the April meeting will need to have to include a notice for renewal before a motion and vote can be made.

Another issue is the posting of ECaTS maps and data on our website. The maps that are on our website are out of date and essentially show Phase II coverage in Utah. There was concern expressed over posting numbers for individual PSAPs without their permission or understanding of what the numbers are actually implying. It was agreed that it would be premature to post this information at this point, and that we should wait until all the profiles are up to date and that all PSAPs are on the same page data-wise. It was also pointed out that PSAPs should be given the opportunity to verify or validate their own data before agreeing to publish it. **Eric** reported that ECaTS training has been scheduled for March 26th and that there are about 12 people signed up for the in-person training at POST and about the same number for the webinar. Chair **Mecham** commended **Justin Grenier** for his work on this.
 - **Funding Rules Sub-Committee – Randy Auman** passed out two versions of the results of the discussions of sub-committee conference call – one was the first report followed by the second updated version of the Sub-Committee work. He explained Sub-Committee thought that the first list needed to be refined a bit more. One of the core issues was how we should be using the ECaTS information when it comes to processing grant applications. For example, are the ECaTS reports of value when it comes to funding decisions? The two things they felt were of value so far is Console and Trunk usage, and would not look at call volume or answer times at this point. In other words, call volume should not be a driving factor in grant awards. For example, if a grant application was seeking funding for a certain number of console positions, then ECaTS information may be of value to determine how many consoles are justified. With regard to Trunk utilization, ECaTS data might determine if a PSAP is over or under trunked or whether or not there is a practical balance between landline and wireless trunks. When looking at trunk utilization, consideration must be given to variations of seasonal workloads, and the capacity to answer calls by each PSAP. **Randy** reminded the Committee that the original idea with ECaTS was to have some way of attaching data related info to grant applications. The decision to retain ECaTS should be predicated on

the value of the data to the Committee. **Kevin Rose** commented that ECaTS data will be of significant value as we move towards the transition to NG9-1-1. There was also discussion on surveying PSAPs across the state to determine the relationship between the number of employees and the number of consoles at each PSAP. This would also be of value when it came to funding decision issues. **Randy** went on to mention that we need to look at ways to reduce the costs of equipment upgrades, such as purchasing monitors off the state contract at a significant savings. He also suggested that we should have a grant review sub-committee who could go over the grant applications in this regard prior to the grant coming to the Committee. Applications that were incomplete would be sent back to the originators for follow up and action. He further suggested that we should know at the beginning of the fiscal year how many upgrades are forthcoming and we should be allocating funds based on projections and availability. **Justin Grenier** commented that it would have made things much easier with his grant submission if there were resources he could go to seek advice in this regard. It was also suggested that along with upcoming CPE upgrades, the concept of CPE hosting be taken into consideration. We should be able to predict CPE replacement for the next five years, and have a hard look at which locations really need to be totally replaced versus being upgraded (or refreshed) in a less costly manner. **Deb Mecham** commented that there has to be a better way of processing grant applications. In most cases, the grant applications are put on the agenda and distributed without enough time to be fully reviewed. She suggested a process where the grant needs to be submitted at least 30 days ahead of the Committee meeting, placed on the agenda, and allow time for the Committee to review it. She cited anecdotal examples where the numbers did not add up, further underlining the need for a more formal review process. **Jeremy Raymond** raised the issue of the wording in the statute that defines when grants are presented. **Eric** to review the applicable statute wording prior to the next meeting.

- **NG9-1-1 Sub-Committee – Kevin Rose** reported that his sub-committee met last month and brainstormed what it was that a consultant could do for us. They came up with a list of items that **Eric** will process into a draft RFP for review at the next Sub-Committee meeting for presentation at the April Committee meeting. He also reported that we have several vendors coming next month – microData in the morning and TCS (with Emergency CallWorks) on the afternoon March 28, and Synergem is booked for the afternoon on April 08. It was decided that it would be appropriate for only Sub-Committee members to be involved in the vendor presentations at this time.
- **Legislation Sub-Committee Update – William Harry** reported that he will be holding a meeting with **Dave Spatafore, Eric, and Tina** on Friday, March 22 at VECC. This meeting is intended to discuss time frames, strategies, and issues planned for the 2014 legislature. Sub-Committee members are welcome to join on the VECC conference bridge.
- **Next Generation 9-1-1 RFP - Bill Harry** reported that as far as he knows, the contracts are in the final stages of preparation and signing by the successful proposers.
- **Cell Phone Sally & Utah 9-1-1 Website Update – Eric** reported that the purchase of 40 DVD's has been made and we are awaiting delivery of the product. He will distribute to PSAPs and keep two copies on hand for Committee use.

- **Request For Six-Month Review – Deb Mecham** updated the Committee with regard to **Eric's** six-month review. She reported that she is working with **Jeremy Raymond** and **Joe Brown** to put something together, and that she has also called the Committee members for their input as well. As **Eric** is a state employee, **Joe Brown** will have to do the official review. The plan is to meet with **Eric** at a later date to present the specifics of the feedback.
- **Program Manager Activity Update – Eric** briefed the Committee on his activities since the February meeting. He reported that he has not been able to get out to any more PSAPs but that he hopes to resume his visits later in the spring. He continues to support the BAFO contracts, ECaTS issues, the SIEC and FirstNet committees, as well as the various sub-committee meetings. He continues his meetings with **Bart Christoffersen** from Utah Interactive to begin the development of our new Committee website. He also has been working with two NENA committees on preparing training materials for PSAPs concerning Text to 9-1-1, as well as the chairing the Model Quality Assurance Policy Committee. There was discussion concerning a new logo for the 9-1-1 Committee, and it was suggested that a contest might be held among PSAPs to come up with a new logo. **Eric** to discuss with the web designer regarding formats and parameters for a logo design. He also reported on his visit to Provo PD and their desire to get involved with NG9-1-1, as well as his attendance at the UCAN meetings. PPBH came to us with some last minute approvals for the April media blitz, and **Eric** went ahead and approved the final iterations of the 9-1-1 adds. He reported that he had to work remotely from Canada for two days in early March due to a family situation that required his attendance.
- **Conferences and Travel – Eric** asked that he get the Committee's approval to attend the NASNA and NENA conferences in Charlotte, NC in June. Costs will be in the range of \$1500.
- **Date Conflicts for April and June Committee Meetings –** There was discussion on the issue of activities in April and June that cause a conflict with our meeting dates. The Navigator conference as well as several other activities during the third week of April will make it difficult to hold our meeting on April 18th. As well, the last day of the NENA conference is the Wednesday day before the regular June meeting date (June 20th). It was decided that the two dates get pushed out one week (i.e. April 25 & June 27). **Deb** commented that she has asked **Kevin Rose** to run the April Committee meeting as she will be on vacation. **Eric** to do an email blast to all PSAPs and Committee members concerning these changes.
- **Navigator Conference Day Passes – Eric** reported that he was able to secure several day passes for the Navigator conference. There will be about 15 people from Utah PSAPs attending courtesy of **Adam Hinckley** and **Alan Fletcher** of Priority Dispatch Corp.
- **Wireless Surcharge Billing Anomalies – Eric** reported that there appear to be some surcharge billing anomalies concerning wireless account with multi-lines on the account. **Eric** to reach out to get more examples in an attempt to determine if this is a wide-spread problem. The concern is that there may be shortcomings with regard to wireless surcharges. **Eric** reached out to **Jim Clayton** at the Tax Commission and it was his

advice that if we think there are issues with this matter, that they would consider doing an audit in this regard.

6. New Business

- **Texting to 9-1-1 Webinar** – Intrado has generously offered a Text To 9-1-1 webinar to all Utah PSAPs. **Eric** to send out the link for the April 2 presentation.

Round Table:

- N/A

Motion to Adjourn – A motion to adjourn the meeting was made by **Tom Norvelle**, seconded by **Tina Scarlet**. The motion carried by unanimous vote.

Next Scheduled Regular Meeting: Thursday, April 25, 2013 @1300, Rampton Complex, 4501 South 2700 West, Salt Lake City, Utah 84129-5928

New Telephone Bridge: [1-877-820-7831](tel:1-877-820-7831), PIN: 139306#