



# Utah 911 Committee

**Gary R Herbert**  
Governor

**Deborah Mechem**  
Chair

April 25, 2013  
Regular Meeting  
Minutes

## Committee Member Attendees

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

## Representing

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

## Committee Members on Bridge

Danny Neds

## Representing

Wireless Communications Carrier

## Staff Members Present

Kevin Bolander  
Eric Parry

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

## Invited Presenters

Bert Granberg

AGRC

## Staff Members on Bridge

N/A

## General Attendees

Cindy Mellor  
David White  
Lorenzo Barlow  
Warren Darger  
Wendy Lister  
Linda Petty  
Jennifer Stefanoff  
Chris Rueckert  
Laonna Davis  
Tim Wallace

## Representing

CenturyLink  
CenturyLink  
Colorado City  
Colorado City  
DPS/Communications Bureau  
DPS/Cedar  
DPS/Price Communications  
DPS/SLC Communications  
DPS/Uintah Basin Communications  
Interior Solutions

Ed Engels  
Karl Kuehn  
Heather Bennett  
James Hunsaker  
Chris Dunn

Intrado  
Layton PD  
Poison Control  
SLC PD  
UPD

**General Attendees on Bridge**

Carolyn Flores  
R.D. Porter

**Representing**

Emergency CallWorks  
L.R. Kimball

**Minutes**

**The meeting was called to order** by assistant chair **Kevin Rose** at 1305 MDT.

1. **Minutes:** Motion to approve the amended minutes of the Utah 9-1-1 Committee meeting held March 21, 2013, made by **Justin Grenier**, seconded by **Alan Workman**; 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 **Jim Thomas**; approved by a unanimous vote. Carried.
  
3. **Grant applications**  
N/A
  
4. **Public comment:**  
N/A
  
5. **Committee Business**
  - **Committee Membership Update** – **Eric Parry** reported that **Steve Reed** the Federal Account Manager, Public Sector, Verizon had scheduled a meeting but was called to other more urgent matters at the last minute. **Dave White** reported that he had no update with regard to the CentraCom possible nominee for the Rural ILEC position. **Eric** reported that **Kraig Kaizumi**, Frontier Communications is still interested in the Rural ILEC position and had recently forwarded a letter of support from his management team. There were no objections from the Committee, so we can go ahead and get this person into process for nomination to the Committee.
  
  - **Renewal of ECaTS Contract - Justin Grenier** reported that he had reached out to the ECaTS Sub-Committee members as well as the Funding Rules Sub-Committee to get opinions on the value of ECaTS and whether or not the contract should be renewed. He provided an overview on the possible terms of a renewal suggesting that we could look at renewing for five years, with an annual review for continuation or cancellation. The

cancellation terms would be a 30 quit clause without cause for either party. He also suggested that we should renew the contract with a view to review where we are with ECaTS one year down the road, as we are just now beginning to scratch the surface of what ECaTS may be able to provide to the Committee.

**Randy Auman** provided an example of how Cache County has used ECaTS to measure workload on a phone line dedicated to UHP support. ECaTS allowed him to pull up call volume statistics on this line to determine the impact on PSAP resources by measuring how much time is spent in line utilization. This measurement would support possible billing ideas in this regard. He went on to explain that any PSAP that has dedicated phone lines should be looking at measuring workload related to these lines.

**Justin** went on to comment how supportive ECaTS has been in the development of reports and overall commitment to their product and our demands, and that he felt that it was not just because we are on the verge of contract renewal. Their track record of support has been consistent over the past ten months.

**Randy** reported that he was in favor of a renewal and that we should review our usage every year because if we are not using it, then it is not worth the cost. He went on to state that we need to start using ECaTS in the way it was intended.

It was moved by **Randy Auman** and seconded by **Tina Scarlett** that “the ECaTS contract be renewed for a five year period with an annual review process to determine its value”. There was discussion concerning the quit clause which was determined to be a 30-day cancellation without cause by either party. The motion passed with a majority vote, with one “nay” vote cast by **Alan Workman**. Carried.

- **Appointment of Grant Review Sub-Committee** – Tabled to next meeting.
- **Grant Rules – R720-1-5.(2) - Change wording for application date deadline** – This matter was raised at the last meeting and concerns possible updates and changes to our Committee Rules. It was decided that **Eric** should review the Rules and prepare a identify areas that need to be considered for change. Tabled to next meeting.
- **Sub-Committee Status Update** – The sub-committee chairs submitted individual reports as follows:
  - **ECaTS Sub-Committee – Justin Grenier** reported that due to ongoing workplace demands, there were no reports prepared for this meeting. He suggested that we look next at circuit utilization and conduct a statewide analysis to determine which PSAPs are over or under trunked, or if existing trunk facilities could be adjusted to better accommodate traffic volumes on wireline and wireless trunk facilities. This may result in cost savings for certain PSAPs.  
**Randy** suggested that the Funding Sub-Committee may require additional utilization related information such as console utilization for future grant applications.
  - **Funding Rules Sub-Committee – Randy Auman** passed out the latest iteration of the work of the draft rules document that has come out of the latest discussions from his Sub-Committee. They are now focusing in on what should be presented to the Committee for adoption.
  - The first matter addressed was the requirement for agencies requesting grant funds to submit an ECaTS report listing the total annual call volume for each console. This would show rationale for the number of Consoles. In addition,

PSAPs would need to show annual trunk usage for Circuit Utilization and Trunk Group Utilization. This information would be of value to evaluate potential cost savings across the State and better prepare PSAPs for network considerations as we migrate to NG9-1-1.

**Kevin Bolander** was asked to comment as to how we change the Rules. He indicated that it would be acceptable to put these criteria as a further detail section of the existing Grant Application form. It was decided for the interim to “test drive” the addition of the foregoing detail and see how PSAPs cope with it. In the interim, the Rules need to be reviewed and upon acceptance by the Committee (after a formal vote) the process to change the Rules can begin. **Kevin** indicated that once the Rule changes are accepted by the Committee it would take about two months to formalize the changes into the Rules.

The next matter raised was the development of a PSAP survey that would include: for funding during the calendar year.

- Staffing, number of dispatchers hours worked in a year;
- Number of consoles currently, number requested, and
- PSAP equipment information

The purpose of this information is to again determine some utilization factors for the application process. There was quite a bit of discussion concerning the permutations and variations. **Eric** will work some of this information-gathering language into the existing grant application.

**Randy** also raised the issue of identifying which PSAPs are going to be due for a CPE refresh/upgrade, as well as any other expenses such as maintenance, etc., and what those costs will entail. He suggested that this information be provided to the Committee well before each new fiscal year cycle (i.e., well before July). If we did this, then we would know how much of our funds could be committed to new initiatives such as our NG9-1-1 program. This information would need to be presented at the May or June meetings. **Eric** to meet with CenturyLink to get a better idea of what the upgrades to Juab, Millard and Sevier Counties would entail. Ideally we should be planning five years out so that we don’t get hit all at once with costly upgrades. This would also allow us to defend our fund before the Legislature by being able to state that our future expenditures are planned according to a long-range strategy. **Joe Brown** commented that we more or less know what our revenue is going to be for the next five years, and that this would be the main factor in our budget cycle when it comes to expenditures. This information along with a narrative should be prepared in December and be part of the annual report. For now, we need to assess our immediate upcoming expenditures against our fund balance. It was suggested that **Eric** canvass the PSAPs as to their 2013/2014 needs in this regard, as this would further assist us in our budget planning. **Tina** suggested that this would allow us to earmark funds for either CPE upgrades or new initiatives.

**Joe Brown** reassured the Committee that it was very unlikely that our funds would get raided by the Legislature, and that if this were to occur, it would be because of a downturn in the economy that fueled a statewide budget crisis. He went on to say that the only way our funds can be encumbered is through a grant application approved by the Committee. In short, there is no other way to pigeon-hole our funds.

**Eric** raised the matter of left over funds from an initiative going back to July 2010 where the Committee set aside \$2.1M for Years 4 & 5 Maintenance statewide. There is about \$428K of this left over. This is because PSAPs have been including their maintenance in their grant applications, and maintenance expenditures have

been handled separately from this fund. **Eric** to de-obligate back into the general fund.

It was also suggested that **Eric** visit the PSAPs that are getting ready to upgrade their CPE, and provide information concerning their options, and to suggest what will be needed for their grant applications. **William Harry** suggested that the visits be vendor neutral.

- **NG9-1-1 Sub-Committee – Kevin Rose** reported that his sub-committee has had some very good vendor presentations over the past month. He went on to report that since the last meeting, the Sub-Committee came to the conclusion that we do not need to publish a NG9-1-1 Feasibility Study as he feels that we have expertise to know what we need to do, and what options are available to us in this regard. The Sub-Committee will now be focusing on the various options and intend to meet again to come up with some options and costs. It is intended to present these options by the June meeting. It was noted that in fact we have two more vendor presentations being coordinated by CenturyLink – Cassidian and Intrado slated for May 16, 2013. Kevin expressed concern over PSAPs wanting to move forward with NG, and it was his suggestion that we all wait until a strategy has been decided. It was decided that if the strategy had been decided at the June meeting that time-wise this would be a non-issue at this stage of the game.

It was moved by **Jeremy Raymond**, and seconded by **Tom Norvelle** that “it is the position of the 9-1-1 Committee that PSAPs hold off on moving forward with NG9-1-1 implementation until the NG9-1-1 Sub-Committee has come out with their recommendations at the June meeting”. The motion passed with a majority vote, with two “nay” votes cast by **William Harry** and **Tina Scarlet**; and **Jim Thomas** abstaining. Carried.

- **Legislation Sub-Committee Update – William Harry** reported that he met with **Dave Spatafore, Eric**, and **Tina** on Friday, March 22. There were two issues identified as appropriate for consideration for the 2014 legislative session – the MLTS legislation and the statutes that define the 9-1-1 Committee membership structure. The latter issue concerns the adding of a position on the Committee for Tooele County, as well as changing the Committee structure to move away from the original Committee Phase II wireless implementation mission. Also, the funding methodologies will be reviewed in order to ensure that, based on the report from the NG9-1-1 Sub-Committee the needed rules are in place to enable funding of NG9-1-1. He went on to report that they hope to have a white paper style document that covers these two issues ready for **Dave Spatafore** by the end of June. This would enable the steps to determining who would carry these changes to the legislature and grease the skids to being able to move everything forward. It was also agreed that this Sub-Committee would provide recommendations to the main Committee at the June meeting for consideration and approval. From there, the recommendations would go to **Dave Spatafore** for the next steps. **William** also requested that the other Sub-Committees look at what they are doing and forward any legislative-related issues to him for consideration. It was decided that all of the Sub-Committees should get together to go over their mutual issues and provide the basis for the legislative issues that would be contained in the white-paper document. It was further agreed that this meeting would occur May 16, 2013 at 10:00. This will be an open meeting and will require that a public notice be posted.

- **Next Generation 9-1-1 Vendor Presentation Update – Eric** reported that with the exception of the CenturyLink sponsored Cassidian and Intrado product demos, all the other vendor presentations have been completed.
- **Next Generation 9-1-1 RFP - Bill Harry** reported that the CenturyLink contract is still outstanding, and that it should be approved any day.
- **Statewide data resources relevant to NG9-1-1 – Bert Granberg** provided the Committee with a brief overview of the support that AGRC can offer to 9-1-1 in Utah. He reported that they have collected over 850K address points across the state, and after they have completed this project, the entire state will be addressed. They continue to work with the counties to complete this project. As well, they have mapped over 400K street center lines that connect through the various jurisdictions. This data set is published bi-monthly, and spend time with each county every six months or so to keep things up to date. They have looked outside Utah to see what other states are doing, and he feels that we are ahead of most states in this regard. There are a wide variety of users of this information, as it is available through public domain for any entity that wants it through a state of the art data sharing process.
- **Disposition of VECC Surplus Equipment – William Harry** reported that he has surplus Vesta Meridian CPE and related equipment for disposition, and he is offering it to anyone who may need it.
- **Cell Phone Sally & Utah 9-1-1 Website Update – Eric** reported that the DVD's have finally arrived and they will be distributed to PSAPs over the next few weeks.
- **Description of the Greater Wasatch Multi-Node System & Proposal for the 9-1-1 Committee to take responsibility for portions of the ESInet – William Harry - Kevin Rose** requested on behalf of Deb Mecham, that there be no action taken on this item at this meeting. **William** provided a brief description of the Greater Wasatch multi-node system and some of its functions and features. He described the call delivery methodology for wireline, wireless and VoIP calls over SIP trunks. The use of SIP trunking allows for 53 call paths to VECC and Weber. He also described the NG backbone network used by the GWMN PSAPs. The network is described as CPE equipment agnostic which means any PSAP could connect to the system. In order to maintain diverse connectivity, all PSAPs connecting to the network would need to pathways to connect to the cloud. He acknowledged that both CenturyLink and Intrado made significant contributions to get the system up and running. One of the best features is the system's ability to reroute calls between PSAPs during PSAP outages or incidents of extreme high call volume. Trunks are split into groups of pathways with backup trunks all spread nicely across VECC and Weber. Costs of the common system, which consists of T1's that connect the Selective Routers to the LNG's, as well as the backbone network are currently being shared between VECC and Weber. As PSAPs enter the system, there will be a need to expand bandwidth particularly when the bigger and busier PSAPs join. The backbone is using 9MB and when Salt Lake joins, it will have to go to 12MB. In addition, the current system is owned by VECC and any PSAPs interested in joining the network would need to deal with VECC. If PSAPs were to join, the overall costs of the system in the current configuration would be shared proportionately according to the

number of consoles added to the overall total. There have been savings noticed in the area of ALI circuits and subscriber records.

- **Program Manager Activity Update – Eric** briefed the Committee on his activities since the March meeting. He continues to support the BAFO contracts, ECaTS issues, the SIEC and FirstNet committees, UCAN, as well as the various sub-committee meetings. He continues his meetings with **Bart Christoffersen** from Utah Interactive to continue with the development of our new Committee website. In addition to coordinating the NG9-1-1 vendor presentations, he continues to work with two NENA committees on preparing training materials for PSAPs concerning Text to 9-1-1, as well as chairing the Model Quality Assurance Policy Committee. He was active at the Navigator conference giving four presentations as well as acquiring day passes and conference passports for local PSAP personnel. We now have our own conference call and WebEx facilities for our Committee meetings. In additions, the call for a new logo for the 9-1-1 Committee has gone out, and there have been several submissions from two PSAPs.
- **Wireless Surcharge Billing Anomalies – Eric** reported that that there continues to be evidence of surcharge billing anomalies concerning wireless account with multi-lines on the account. **Eric** to continue to reach out to get a broader sample of bills in an attempt to determine if this is a wide-spread problem. **William Harry** also expressed concern over people residing in Utah whose wireless numbers are based in another state, the question being where are their surcharges going? **Eric** to continue to investigate. Ongoing.

## 6. New Business

### Round Table:

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

**Next Scheduled Regular Meeting: Thursday, May 16, 2013 @1300, Rampton Complex, 4501 South 2700 West, Salt Lake City, Utah 84129-5928**

### **New Telephone Bridge & WebEx Info:**

Click on this link:

<https://securemeeting.conferencinghub.com/w/pub/entry?hcid=1530221&loc=EN>

- Click on "Enter as a Guest", fill in your name and email address
- Click on "JOIN MEETING"
- You will need to disable any pop-up blockers you have on your browser
- Another screen will display the voice connection options - you can have the system call you (you would enter your number) - or - you can dial in using the dial in numbers and the guest passcode ([1-877-820-7831](tel:1-877-820-7831), PCODE: 139306#)
- Your browser should remember your name and email whenever you return to login
- For those that just want to use the bridge only, then dial [1-877-820-7831](tel:1-877-820-7831), and enter PIN: 139306#