



Gary R. Herbert, Governor
Deborah Mechem, Chair

Regular Meeting Minutes

August 15, 2013

Committee Member Attendees

Justin Grenier
Kraig Kaizumi
Peter Kuhlmann
Deborah Mechem
Tom Norvelle
Kathy Quarnberg
Kevin Rose
Jim Thomas
Alan Workman

Committee Members on Bridge

Randy Auman
Brett Mills
Danny Neds
Jeremy Raymond
Lesa Wilson

Staff Members Present

Eric Parry
Marcus Yokey

Invited Presenters

Britni Brozo

Staff Members on Bridge

N/A

General Attendees

Sean Fernandez
Linda Petty
Chris Rueckert
Lorenzo Barlow
Warren Darger
Ed Engels
Emily Weston
James Hunsaker
David Bratke
Regina Nelson
Chris Dunn

Representing

Five County Association
Rural Incumbent Local Exchange Carrier
Washington County
Utah County
Davis County Dispatch
Six County Association of Governments
Utah Department of Technology Services
Incumbent Local Exchange Carrier
Urban DPS

Representing

Bear River Association
Southeastern Association
Wireless Communications Carrier
Uintah Basin Association
Rural DPS

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

Penna-Powers

Representing

AGRC
DPS/Cedar Communications
DPS/SLC Communications
Colorado City
Colorado City
Intrado
Rich County
SLC 9-1-1
Stancil Corp.
Tooele Co. 9-1-1
UPD

General Attendees on Bridge

Laonna Davis
Caroline Flores
David Furth
Nicole McGinnis
David Siehl
Dana Zelman
Bill LePoidevin
Jim McKinnon

Representing

DPS/Uintah Basin Communications
Emergency CallWorks
FCC
FCC
FCC
FCC
Frontier Communications
Frontier Communications

Minutes

The meeting was called to order by Committee Chair **Deborah Mecham** at 1300 MDT.

1. **Recognition of Service – Alan Workman** presented an award of appreciation to **Kathy Quarnberg** who recently celebrated 30 years of service to public safety communications in Utah.
2. **Minutes:** Motion to approve the minutes of the Utah 9-1-1 Committee meeting held July 18, 2013, made by **Jeremy Raymond**, seconded by **Brett Mills**. The motion was approved by a unanimous vote. Carried.
3. **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. It should be noted that a portion of the de-obligated funds are now showing in the “Project Available Funds Remaining” line object (see next bullet).
 - **Projected Available Funds Remaining –** There is about **\$6,124,192** remaining in the grant fund.
 - **Approval of Financial Report –** A motion to accept the Financial Report was made by **Kathy Quarnberg**, seconded by **Alan Workman**. The motion was approved by a unanimous vote. Carried.
4. **Grant applications**

Rich County presented a grant request that covered network fees from May 2012 to May 2013, and UPS installation charges for a total of \$46,245.36. **Emily Weston** presented the grant application and spoke before the Committee. After a brief discussion on matters ranging from consolidation to alternate call processing sites, a motion to approve the grant was made by **Kevin Rose**, and seconded by **Kathy Quarnberg**. The motion was approved with **Jim Thomas** abstaining. As a follow up, Deb requested that Emily follow up with four cities that receive 9-1-1 funding (i.e. Laketown, Randolph & Woodruff cities) to determine if 9-1-1 funds are actually going to the Rich County PSAP. In addition, the grant application form is ready for finalization and will be uploaded to the website.
5. **Public comment:**

There was no Public Comment offered.
6. **Committee Business**

- **Committee Membership Update – Eric Parry** reported that there has been no change in the Committee membership since the last meeting. The position vacated by William Harry closed today and it is unclear how many applications were received. It is expected that the COG will name the candidate after their September meeting.
- **State of Utah Report to the FCC – Eric** reported that this year's report has been completed and submitted to the FCC. **Kathy Quarnberg** suggested that we add a sentence that describes the transfer of a one-cent surcharge to the AGRC. It was moved by **Kathy Quarnberg**, and seconded by **Kevin Rose**, "that the report to the FCC along with the addition of the AGRC one-cent item be approved" The motion was carried with a unanimous vote.
- **Introduction of New Assistant Attorney – Marcus Yokey** was introduced as **Kevin Bolander's** new assistant.
- **FCC Request For ECaTS Data – Eric** introduced the members of the FCC on the call. **David Firth** did the opening remarks, and thanked the Committee for the opportunity to request this information. He went on to comment that they are focused on the issues concerning Phase II wireless location information. He also related that they have been working with the State of California in this regard and that they have made a public docket filing. This is of significant interest to PSAPs in Utah as caller location accuracy is paramount. Justin Grenier asked the FCC reps if this is an open ended request for data or is it ongoing. This might be an ongoing request for information but for now, it is a retrospective request for data that has already been collected. There is an opportunity for individual PSAPs to become involved in this matter should they be interested. The information collected will be subject to public comment. He suggested that we check out the CALNENA filing. Of particular interest is the location of callers in hi-rise buildings in urban locations. **Jeremy Raymond** suggested that a proper GRAMA request is made for the information. **Kevin Rose** requested that a more specific detail be part of this request insofar as the actual data points are concerned. This includes the ration of Phase I to Phase II calls, as well as down the road average length of call, rebid info, etc. **Kevin** also expressed concern over providing raw data, and that he believes that the data that the PSAPs have entrusted to us should be controlled and that we decide on exactly what information should be released. **Kathy Quarnberg** asked how this information that we provide will be used, and what might be the ramifications to the carriers? **David Firth** responded that the carriers are subject to the existing FCC rules, and that subsequent actions by the FCC would depend on what the data revealed with regard to compliance to those rules. Most of the current rules concern devices outside of buildings, and it may be timely to adjust the rules to include callers inside buildings and hi-rises. The data would become part of the public record and would help build a case for changes to the rules that apply to wireless carriers. The goal is to ensure that the carriers are providing accurate Phase II information to the PSAPs, as the Phase II performance of the various carriers varies.
It was moved by **Alan Workman**, and seconded by **Justin Grenier**, "that we continue the dialogue with the FCC, and that the ECaTS Sub-Committee chair (**Justin Grenier**), in conjunction with the Program Manager (**Eric Parry**) to ensure that the appropriate channels are followed for release of the information to the FCC, and that the ECaTS Sub-Committee report back the Committee at the next meeting concerning progress in this regard". The motion passed with **Danny Neds** abstaining from the vote. Carried.

Kevin Rose raised the issue of the Massachusetts situation where there appear to be a disproportionate number of what appear to be calls to 9-1-1 from NSI wireless devices on the two GSM networks (T-Mobile & AT&T). He went on to suggest it appears that the same thing is occurring here in Utah and asked if the FCC was aware of this situation.

David Furth indicated that there was a public proceeding issued earlier this year on calls to 9-1-1 from NSI devices, and that he would have to back and look at the comments to determine if there were more calls from the GSM networks. He went on to state that they were focused on issues surrounding harassing calls or calls made by children playing with NSI phones. He also stated that there may be several reasons for this, including more NSI phones on the two GSM networks. There is a rule that requires networks to deliver 9-1-1 calls from NSI phones to PSAPs which has caused much controversy as to whether the FCC should keep that rule. He stated that he was not aware of this particular anomaly, and that they would be interested in learning more about that. **Eric** to email the Massachusetts study to the FCC.

- **Renewal of ECaTS Contract** – **Eric** reported that the renewal is in process and continues to work with **Denice Smith** DPS Purchasing and **Chris Duxler** to move this matter forward. The contract is due for posting this week.
- **PENNA-POWERS Presentation** – **Britni Brozo** reviewed the previous presentation, and what was available to us with the given budget. She confirmed with the Committee that we were going ahead with an “Olympic buy” now to secure TV time for later. She reviewed this year’s goals of the Pub Ed program:
 - Educate about when to call 9-1-1,
 - Inform about non-emergency numbers,
 - Target adults from 25 to 54, and
 - Review the budget for \$100K

She went on to review the plan for the year. We have \$70K budgeted for the Olympics (TV), with the remainder of the budget going towards mobile retargeting. The reason for the mobile targeting approach is that most people who went to the website did so from mobile devices. This is a change from last year where laptops and desktops were not getting the retargeting volume when compared to mobile devices. The next item was mobile ads. These will be in place for May thru July as this is when 9-1-1 call volume is at its highest, and will run on Thursdays and Fridays to target people who are about to head out for the weekend. The ads will also run the week prior to holidays, as well as on Monday mornings. With regard to mobile devices, there was a discussion on the pros and cons of staying with the mobile website or developing an actual app for smartphones. Some features were discussed, including the proposed feature that would offer the non-emergency numbers of the PSAPs that serve the various geographic areas of Utah. She described the difference between a mobile site versus a mobile app, as well as the pros and cons of each. For example, in order for the current mobile site to work, your device needs to be connected to the internet, or no information can be downloaded. The app, on the other hand stores the information on the smartphone. The information on the website can be easily updated, whereas the information in the smartphone needs to be pushed to the device whenever it changes. The cost of the mobile app \$16K and would need to be downloaded from iTunes or Android store. The zip-code features would be available when not connected, but the find my location feature would not work without an internet connection. Changes to the database would need to go to the mobile site as well as the app. Push notifications would also have to be available to the phone holding the

app. After a lengthy discussion, it was decided to stick with what we have and not do an app at this time.

Britni reviewed the budget breakdown as follows:

- Strategic Plan Donated
- Olympic Spots \$70.0K (already approved – July 18, 2013 meeting)
- Online Placement \$15.88K
- Talent Renewal \$6.42K
- Website Updates \$1.70K
- Website Hosting \$1.00K
- Manage Account \$5.00K
- Total: \$100.00K**

It was moved by **Kevin Rose**, and seconded by **Tom Norvelle**, “that we approve the proposed budget and add on the update to the mobile site which is an additional \$16K”. The motion passed unanimously. Carried.

- **Grant Rules – R720-1-5.(2) – Various Changes – Eric** reviewed the changes from the last meeting. There was a discussion concerning network charges, and it was suggested that matters concerning network should be in our rules rather in statute. For example, we may wish to define which class of county would be eligible for reimbursement from the Committee. It was suggested the **Eric** get with **Kevin** and **Randy** to develop network language for the next meeting.
- **Approval of Grant Application Form** - It was moved by **Peter Kuhlman**, and seconded by **Jim Thomas**, “that the new Grant Application form be approved for use and posted as soon as possible on the Committee website”. The motion passed unanimously. Carried.
- **Tax Revenue Distribution – Eric** briefed the Committee on the reports that are now being forwarded from the Tax Commission that show from month to month revenues, access lines, and fund distribution data. Now that we are getting this information, we should be tabulating it from month to month to start to examine trending concerning the decrease in landline phones and the increase in cell phones. This information will be useful in determining whether or revenues are increasing, decreasing, or remaining the same. Eric to prepare a spreadsheet in this regard to be included with the monthly reports from the Tax Commission.
- **Sub-Committee Status Update – Deb Mecham** asked the Sub-Committee chairs to present their reports.
 - **ECaTS Sub-Committee – Justin Grenier** distributed three documents to the Committee members. The first document discussed showed PSAP call answer times broken down by call answer intervals (i.e., per second up to 10 seconds, greater than 10 seconds, etc.). The other reports provide additional information concerning overall call volumes and average answer times. **Justin** explained that due to the complexities of the analysis, he focused the reports on the first 10 seconds of call answer and excluded everything else beyond 10 seconds. He also made a point of saying that this data is truly representative of when the call is presented to the call taker and excludes all of the other factors that may affect delays in call delivery and presentation.
The second page represents a full year of call answer data listed and ranked by calls answered in the first second by PSAP.

The third page is a report that sorts the percentage of calls that were answered outside the first 10 seconds, sorted from least to most. There was discussion concerning delays that the caller might experience in ring-times prior to the call actually presenting to the call taker. It was agreed that there are many factors that may cause the call set-up and presentation times; however, **Justin** explained that those factors were not intended to be included in these reports and were intentionally excluded to make the call answer data as accurate as possible from the call taker perspective. **Kathy Quarnberg** explained that some PSAPs intentionally let the call ring at least once to allow the ANI data to display on admin calls. **Justin** confirmed that this report is an aggregate of all calls presented to the PSAP.

The last report presented showed 9-1-1 calls along the Wasatch front for the month of July that were transferred between PSAPs more than once. In some cases, calls were transferred back and forth between the same PSAP; in other cases, calls were transferred two or more times to different PSAPs. He suggested that most of the transfers were the result of jurisdictional issues and not technical issues. It was agreed that this type of information is of great value to PSAP managers to determine why this is occurring. **Deb Mecham** commented that she would be interested in all call transfers for PSAP to determine the actual volume of call transfers. **Justin** offered to work with PSAPs to produce their individual reports.

- **Grant Review Committee – Randy Auman** reported that there were no grant applications in process at this time. He did mention that he has not seen any grant application notices of intent, and that was confirmed to be the case as no advance notices have been received to date. **Kathy Quarnberg** reported that there are currently discussions with Juab, Millard & San Pete counties concerning equipment upgrades. **Eric** to put into minutes to establish a placeholder for these upgrades. They will need to fill out grant applications in this regard. **Kevin Rose** also suggested that this Sub-Committee be tasked with reviewing the three-cent rule currently in our legislation and perhaps better define how this rural assistance fund should be used. **Randy** to review and send something out to the Committee members for comment.
- **NG9-1-1 Sub-Committee – Kevin Rose** reported that his Sub-Committee has had several meetings and some good discussions with CenturyLink, and have asked for some clarification on their numbers and are waiting for those to come back. We are waiting for numbers to come in from another vendor and expect to have those in the next two weeks. Once those numbers come in, we will meet again to go over everything we have so far, and be in a better position to make some decisions. He also commented that the Committee currently does not have the ability to enter into a contract to set up a state-wide network, and to do so will require a change to our legislation. This is currently being addressed by the Legislative Sub-Committee for inclusion in the proposed changes to our statute (53-10-602. Committee's duties and powers). We also had two presentations from Cassidian and Intrado which were sponsored by CenturyLink to discuss some call delivery options such as multi-node, hosted solutions, and other options. We continue to look at what other states are doing, and are getting close to coming to some conclusions as to what will be best for Utah.
- **Legislation Sub-Committee Update – Tina Scarlet** was not available, and will provide her report to the next meeting.
- **Standards Sub-Committee – Kraig Kaizumi** reported that he has received feedback from his email solicitation on suggestions for PSAP standards. His next

step will be to set up a meeting to start white boarding suggestions and putting a framework around what has been suggested so far. This would include researching existing national standards that could be adopted by Utah. The standards that are to be developed should be designed to be attainable by all PSAPs and should represent a common baseline approach.

- **Communications Task Force – Eric** reported that the next meeting of the Task Force is on Thursday of next week, and that **Tina** has been asked to give a report on our Committee Report to the Legislature, as well as an overview of the 9-1-1 Committee.
- **Website Update** – Progress continues to be slow due to other commitments; however, a meeting with Bart has been scheduled to move the files from our old site to the new site, and a tentative meeting with his web designer is planned.
- **Program Manager Activity Update** – **Eric** briefed the Committee on his activities since the July meeting. He reported that he has spent a lot of time in meetings with CenturyLink, the NG Sub-Committee, and the Legislative Sub-Committee. He took a week's vacation to visit family in Canada, and on return, spent two days preparing Utah's annual 9-1-1 report to the FCC. He continues to support the ECaTS renewal contract issues, the SIEC and FirstNet committees, UCAN, as well as the various sub-committee meetings. In addition, 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. This past weekend, he hosted the NENA Education Advisory Board annual meeting.

7. New Business

- N/A

Round Table:

- N/A

Motion to Adjourn – A motion to adjourn the meeting was made by **Peter Kuhlman**, seconded by **Danny Neds**. The motion passed with a unanimous vote. Carried.

Next Scheduled Regular Meeting: Thursday, September 19, 2013 @1300 MDT, UHP Large Meeting Room, Main Floor, 4501 South 2700 West, Taylorsville, UT 84129

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

Telephone Bridge: 877-820-7831; PIN: 139306#