



Gary R. Herbert, Governor  
Deborah Mecham, Chair

# Regular Meeting Minutes

## October 17, 2013

### Committee Member Attendees

Randy Auman  
Kraig Kaizumi  
Peter Kuhlmann  
Deborah Mecham  
Tom Norvelle  
Kathy Quarnberg  
Kevin Rose  
Tina Scarlet  
Lesa Wilson

### Committee Members on Bridge

Melanie Crittendon  
Brett Mills  
Danny Neds  
Jeremy Raymond  
Jim Thomas

### Staff Members Present

Eric Parry

### Invited Presenters

George Zeigler

### Staff Members on Bridge

Kevin Bolander

### General Attendees

Jennifer Stefanoff  
Chris Rueckert  
Andrew Howlett  
Cindy Mellor  
Lorenzo Barlow  
Ed Engels  
Shelley Peterson  
Colleen Conrad  
James Hunsaker  
Regina Nelson

### General Attendees on Bridge

Bert Granberg

### Representing

Bear River Association  
Rural Incumbent Local Exchange Carrier  
Washington County  
Utah County  
Davis County Dispatch  
Six County Association of Governments  
Utah Department of Technology Services  
Weber County  
Rural DPS

### Representing

Mountainland Association  
Southeastern Association  
Wireless Communications Carrier  
Uintah Basin Association  
Incumbent Local Exchange Carrier

State 9-1-1 Program Director

SPGS Surgelab America, Inc.

DPS /Attorney General's Office

### Representing

DPS/Price  
DPS/Salt Lake Communications Center  
CenturyLink  
CenturyLink  
Colorado City  
Intrado  
Logan 9-1-1  
SLC 9-1-1  
SLC 9-1-1  
Tooele Co. 9-1-1

### Representing

AGRC

Tim Wallace  
Heather Bennett  
Steve Ashurkoff  
Steve O'Connor  
Chris Dunn  
Laonna Davis

Interior Solutions  
Poison Control  
Synergem/General Dynamics  
Synergem  
UPD  
Uintah Basin Communications Center

## Minutes

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

1. **Minutes: Jeremy Raymond** noted an error – he was in attendance at the meeting, but was shown to be on the bridge. The error was noted and will be corrected. Motion to approve the corrected minutes of the Utah 9-1-1 Committee meeting held September 19, 2013, made by **Kevin Rose**, seconded by **Alan Workman**. The motion was 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. It should be noted that a portion of the de-obligated funds are now showing in the “Project Available Funds Remaining” line.
  - **Projected Available Funds Remaining** – There is about **\$4,736,849** remaining in the grant fund.
  - **Approval of Financial Report** – A motion to accept the Financial Report was made by **Alan Workman**, seconded by **Kathy Quarnberg**. The motion was approved by a unanimous vote. Carried.
3. **Grant applications**
4. **Millard and Juab Counties** – The two grants were essentially identical. It was noted that Millard will be looking for an addendum/revision to their grant application that will cover an extension to their maintenance plan. This is due to the overage caused by the delay in getting the application in to the Committee for consideration. It was decided that it would be appropriate to add the additional Maintenance costs to the Millard Co. grant application. It was moved by **Randy Auman**, seconded by **Tina Scarlet**, *“that the two grant applications be deferred to the November meeting.”* Carried by a unanimous vote. As a follow up, Randy to schedule a meeting with the Grant Review Sub-Committee.
5. **Public comment:**
  - George Zeigler, SPGS Surgelab America presented a review of their product and PSAP offerings.
6. **Committee Business**
  - **Committee Membership Update** – **Eric Parry** reported that there has been no change in the Committee membership since the last meeting. He will be reaching out to Cheryl Bradford to get an update of the status of Garrett Rees’s and Scott Freitag’s applications.
  - **Renewal of ECaTS Contract** – **Eric** reported that the renewal has been completed.

**Grant Rules – R720-1-7 (3(b) (iv)) – Eric** reviewed the changes from the last meeting. It was suggested that the word “automatically” be inserted in between the added language in the following section:

(iv) in situations where a project is completed and there are unspent grant funds left over, those funds shall be **automatically** de-obligated within one year of the approval of the original grant.

(v) in cases of extenuating circumstances, a PSAP may request, in writing, an extension to the de-obligation rule. It was moved by **Alan Workman**, seconded by **Randy Auman**, *“that the amended Rules be approved as written.* Carried. The next step is to submit the draft to the Commissioner’s office and to have **Amy Lightfoot** review the changes. Once the changes have been approved, the rules would then be submitted to Administrative Services and subject a comment period. Once approved, Eric to post the Rule changes to the website and also send an email blast out to all PSAPs so that they are aware of the change to the Rules. In addition, Kevin Bolander reminded the Committee that there is also a 30 day review period for any changes to our Rules.

- **Tax Revenue Distribution – Eric** briefed the Committee on the reports that are now being forwarded, on a monthly basis, from the Tax Commission that show from month to month revenues, access lines, and fund distribution data. He also is continuing to work on the trending chart that is intended to show things such as the rise/fall of landline, wireless, VoIP, and point of sales data. **Eric** to continue to update this spreadsheet for at least a 12 month period. There was some discussion on the subscriber count numbers, and it was determined that this information will be reviewed on an annual basis by CenturyLink.
- **magicJack Surcharge Issue –** There was no update available from the Tax Commission on this matter.
- **SIEC Update – Kevin Rose** gave the meeting attendees a tour of the SIEC website.
- **Vendor Presentations –** It was noted that the vendor presentation might be more effective if they were directed towards the appropriate Sub-Committees or PSAPs rather to the full Committee. It was suggested that perhaps a vendor presentation day might be in order, and it might be tied to another event. It was determined that **Deb** and **Eric** should vette all vendor requests and determine how they should best be handled. It was moved by **Kevin Rose**, seconded by **Brett Mills**, *“that starting January 2014, we hold quarterly vendor presentation opportunities.”* It was carried by a unanimous vote.
- **Public Comment –** It was suggested that a time limit be established to public comment situations. It was decided that we would address each notice of public comment on an individual basis.
- **Sub-Committee Status Update – Deb Mecham** asked the Sub-Committee chairs to present their reports.
  - **ECaTS Sub-Committee – Justin Grenier** was not on the call and therefore there was no report.
  - **Grant Review Committee – Randy Auman** reported that there are two grant applications before the Committee, and that they are virtually identical in nature.

He noted that there are a few follow-up questions that are outstanding and that he will be following up as necessary.

- **NG9-1-1 Sub-Committee – Kevin Rose** briefed the Committee on the progress made over the past few months. He stated that a great deal of work had been done in this regard, and that the Sub-Committee had done an extensive job of analyzing our requirements and the next steps. Overall, the costs should go down, but there are some PSAPs where costs would increase. In short it was determined that the recommendation to the Committee on the next steps involve Intrado and CenturyLink. It was further determined that the Sub-Committee be tasked with pushing forward and coming back with certain recommendations determining funding strategies, legislative authority, planning for text messaging, multi-media, rules, hosted solutions, etc. Having said that, the major issue that we face is the changing of the legislation that will allow the Committee to own or lease the network. It was further discussed that CenturyLink does have a migration plan and that there are several PSAPs preparing to upgrade their CPE, others are looking to replace their CPE. It was agreed that for new systems, it would make no sense to purchase the equipment necessary for CAMA trunks if the migration to NG9-1-1 was possible. Millard and Juab Counties systems are being procured without the CAMA equipment. Another question raised that if a PSAP upgrades or replaces now, and chooses to stick with CAMA, will they be able to come back to the Committee to ask for funds to go to NG? This matter needs to be decided by the Committee to become part of our migration plan. In addition, it was requested that CenturyLink be prepared to review the migration plan at the next Committee meeting. **Kevin** stated that NG Sub-Committee will meet and hash over the issues, and report back at the next meeting with some recommendations in this regard.

It was moved by **Tina Scarlet** and seconded by **Jeremy Raymond**, *“that the CenturyLink proposal be adopted, and that the Sub-Committee continue to research an implementation plan to migrate PSAPs to the new NG platform.”* The motion carried by a majority vote, with **Jim Thomas** abstaining.

- **Legislation Sub-Committee Update – Tina Scarlet** reported that there have been no changes since our last meeting.
- **Standards Sub-Committee – Kraig Kaizumi** reported that the Sub-Committee has met twice since the last Committee meeting. The first meeting consisted of a white-board exercise to get the issues listed and brainstorm a plan of action. The second meeting held last Tuesday resulted in a list of proposed standards/topics for further action as directed by the Committee. These topics included 9-1-1 call processing which would include call answer times; call processing times; minimum training standards; police, fire, and medical call processing; continuing education; trainer certification; Quality Assurance program; inter-PSAP coordination that would include call transfer; staffing standards that could be taken to Boards and decision makers; trunk utilization; radio channel utilization; interim text-to-9-1-1 solution; and a Standard Operating Procedure template. **Deb** commented that this was an all-inclusive list, and it was not the intent of the Sub-Committee to work on all of these, but rather, for the Sub-Committee to pursue the topics that were felt to be the most relevant at this time. **Kathy Quarnberg** raised the issue of Post Certification and how we might make it a requirement for all telecommunicators state-wide. **Deb** responded by saying that Post would not be in a position to make

it a requirement; however, it might be strategically wise to get the APCO and NENA chapters as well as the 9-1-1 Committee work together to determine how this could move forward. This would require a lot of support from Chiefs of Police, Sheriffs throughout the state. She reminded us that the 9-1-1 Committee cannot propose legislation but we could certainly become part of the discussions as to what we believe should be state-wide minimum standards. **Kraig** reiterated to the Committee that the idea behind this would be to standardize levels of service across the state. **Randy Auman** raised the issue of the smaller rural counties that may not be able to afford the training – would there be grants available to assist them in this regard? It does not appear that the Committee would be able to grant funds for training. **Deb** estimated that at least two-thirds of the 38 PSAPs in Utah have all of their telecommunicators Post Certified. She went on to state that the biggest reason for this is that many PSAPs cannot afford the cost to send their telecommunicators nor can they afford to bring in replacement personnel. Another option would be to send instructors to the rural PSAPs, but this would also incur costs. **Deb** suggested that the idea of sending instructors out could be raised at the next Post meeting. The idea of using WebEx to broadcast live (or archived) training sessions to the PSAPs was also discussed, and although this is not done, it could be a viable solution to get training out there. **Kraig** reported that there had been discussions about a PSAP survey to establish where we are insofar as telecommunicator certification is concerned. It was generally agreed that this is a big piece of what we need to do, and is critical to all the other topics presented. **Deb** stated that there are certification courses held every quarter, and that they are all filled to capacity, and that the demand for this training remains very strong. **Tom Norvelle** commented that EMD certification is a requirement by the Bureau of EMS, but that it is not upheld or enforced, and that there are PSAPs that are delivering EMD services with telecommunicators who are not EMD certified. He went on to comment that even though the state knows this, they have not taken any action to rectify the situation. **Deb** commented that this is another area that we could do some proactive work and perhaps meet with the Bureau to ask why this requirement is not being enforced.

It was moved by **Kathy Quarnberg** and seconded by **Tom Norvelle**, *“that the Standard Sub-Committee focuses on the training requirements for telecommunicator training and certification.”* The motion carried by a unanimous vote.

- **Communications Task Force – Tina Scarlet** reported the they met a week ago and that there was a recommendation that if funding was found that it should cover the \$140M needed to grow the backbone of the UCAN system, maintenance, as well as the \$12M that would be required to acquire console equipment. She went on to report that the Task Force Sub-Committee has been tasked to develop a timeline of how much money will be needed each year and for what in order to establish an annual funding stream. She went on to comment that insofar as the Task Force is concerned, **Senator Harper** and **Representative Dee** are all over our Utah NG9-1-1 issues. **Tina** suggested that once we have a solid plan ironed out, that she would like to present that plan to **Representative Dee** as appropriate.
- **Wireless Phase II Coverage in the Southern Regions of Utah – Eric** reported that this was raised at the last meeting and that wireless 9-1-1 calls on the Navajo reservation are currently call forwarded to San Juan County PSAP through Frontier Navajo without any

information. It also would appear that there are portions of the reservation that are served by UTE Mountain that are Phase II compliant. This issue was initially raised by **Jeremy Raymond** who refreshed the Committee's memory as to why it was raised. His concern was based on the fact that the current AGRC 9-1-1 service map shows no 9-1-1 service at all a region in the southern part of the state. In fact, there may be wireless 9-1-1 service but that it is not Phase II. **Jeremy** wondered if there was anything the Committee could do to change this situation. **Kraig Kaizumi** offered to take this as an action item and talk to his colleague responsible for this region and get back to the Committee at the next meeting. **Eric** to work with **Kraig** and **Bert Granberg** to update the coverage map as appropriate.

- **Website Update** – The new website is ready to go. **Eric** needs to do some more work to get it to where it needs to be. Should be ready by next meeting. We will still need to get updated photos of Committee members.
- **Program Manager Activity Update** – **Eric** briefed the Committee on his activities since the September meeting. He reported that he met with **Mary Young** who is the Chair of the Granite Community Council. **Mary** had expressed concern over the impact that the routing of Sandy 9-1-1 calls to Salt Lake City 9-1-1 would have on the delivery of 9-1-1 service. In particular, she was concerned over the potential increase in call transfers and the resulting delays in emergency response. **Eric** reported that he had a very positive meeting with her, and advised her to contact VECC, Salt Lake City 9-1-1, as well as Utah Valley Dispatch to further research this matter. He reported that he travelled to Juab County to meet with both Millard and Juab County representatives concerning their CPE procurements. He also participated in an APCO panel discussion at the Utah APCO conference, as well as piping in the Honor Guard at the opening ceremonies. In addition, he continues to meet with the various sub-committees as well as the Broadband Sub-Committee. He attended the Critical Issues Forum in Denver, and continues to attend the Communications Task Force meetings. He assisted with a tour at VECC with a group of 9-1-1 professionals from Henderson, NV. **Alan Workman** commented that he had received positive comments back from the County on **Eric's** meeting with **Mary Young**.

## 7. New Business

- N/A

### Round Table:

- **Tina Scarlet** informed the group that **Randy Swalberg** from CenturyLink was retiring and that he will be missed. Randy has a long history with the 9-1-1 Committee and has done a stellar job of working with PSAPs as well as the Committee over the years. It was suggested that we should acknowledge him in some way, and further decided that he be invited to the next meeting to receive a token of appreciation from the Committee. **Eric** to follow up.
- **9-1-1 Director Annual Performance Review** – **Deb** informed the Committee that the state will be doing **Eric's** performance review in conjunction with input from the Committee, and that this will be done by the first of the year. It was suggested that a Sub-Committee consisting of Alan, Deb, Jeremy, Kevin, Kraig, and Lesa get together to work on his evaluation.
- **Committee Funding Tribal Nations** – **Kevin Bolander** raised the issue that the Committee under current statute may not be able to fund the 9-1-1 needs of the Tribal

Nations. Kevin was asked to further research this matter and report back to the Committee at the next meeting.

**Motion to Adjourn** – A motion to adjourn the meeting was made by **Alan Workman**, seconded by **Randy Auman**. The motion passed with a unanimous vote. Carried.

**Next Scheduled Regular Meeting:** Thursday, November 21, 2013 @1300 MDT, UHP Large Meeting Room, Main Floor, 4501 South 2700 West, Taylorsville, UT 84129

**WEBEX LINK:** <https://stateofutah-2.conferencinghub.com/CenturylinkWeb/EricParry>

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