



Gary R. Herbert, Governor
Deborah Mecham, Chair

Regular Meeting Minutes

November 21, 2013

Committee Member Attendees

Randy Auman
Melanie Crittendon
Justin Grenier
Deborah Mecham
Kathy Quarnberg
Jeremy Raymond
Kevin Rose
Jim Thomas
Lesa Wilson
Alan Workman

Representing

Bear River Association
Mountainland Association
Five County Association
Utah County
Six County Association of Governments
Uintah Basin Association
Utah Department of Technology Services
Incumbent Local Exchange Carrier
Rural DPS
Urban DPS

Committee Members on Bridge

Brett Mills
Danny Neds
Tom Norvelle
Tina Scarlet

Representing

Southeastern Association
Wireless Communications Carrier
Davis County Dispatch
Weber County

Staff Members Present

Eric Parry
Marcus Yockey

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

Invited Presenters

Bert Granberg

AGRC

Staff Members on Bridge

N/A

General Attendees

Wendy Lister
Jennifer Stefanoff
Johna Garner
Kordine Nelson
Tiffany McCann
Chris Rueckert
Laonna Davis
Andrew Howlett
Cindy Mellor
Randy Swalberg
Lorenzo Barlow
Tim Wallace

Representing

DPS/Communications Bureau
DPS/Price
DPS/Price
DPS/Price
DPS/Salt Lake Communications Center
DPS/Salt Lake Communications Center
DPS/Uintah Basin Communications Center
CenturyLink
CenturyLink
CenturyLink
Colorado City
Interior Solutions

Ed Engels	Intrado
Anthony Haddad	Intrado
Tanielle Callaway	Juab County Sheriff's Office
Margie Elder	Juab County Sheriff's Office
Alden Orme	Juab County Sheriff's Office
Brent Pulver	Juab County Sheriff's Office
Karl Kuehn	Layton PD
Shane Brunson	Millard County Sheriff's Office
Forrest Roper	Millard County Sheriff's Office
Heather Bennett	Poison Control
David Bratke	Stancil Corp.
Chris Dunn	UPD
Jeff Monson	VECC
Mark Whetsel	VECC

General Attendees on Bridge

Shelley Peterson
 Laura Lee Talbot

Representing

Logan 9-1-1
 Logan 9-1-1

Minutes

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

1. **Minutes: Motion** to approve the minutes of the Utah 9-1-1 Committee meeting held October 17, 2013, made by **Alan Workman**, seconded by **Justin Grenier**. The motion was approved by a unanimous vote. Carried.
2. **Financial report:**
 - 1.1 **Unspent Encumbered Funds - Eric** reported that he continues to monitor unspent encumbered funds.
 - 2.2 **Projected Available Funds Remaining** – There is about **\$4,736,849** remaining in the grant fund.
 - 2.3 **Approval of Financial Report** – A motion to accept the Financial Report was made by **Kevin Rose**, seconded by **Jeremy Raymond**. The motion was approved by a unanimous vote. Carried.
3. **Grant applications**
 - 3.1 **Millard and Juab Counties** – The representatives from Millard and Juab Counties were in attendance to present their respective grants.
 - 3.2 **Millard County - Shane Brunson** gave a brief overview of the grant. He reported that they are at the five year mark with their CPE, and that they need to move forward with an upgrade. **Randy Auman** on behalf of the Grant Review Committee indicated that they had reviewed the grant and had not come up with anything out of the ordinary with regard to what was being requested. He acknowledged that some of the numbers in the quote were in need of revision, and that **Cindy Mellor** was in the process of reviewing them. He also recognized the amount of work that **Tina** and **Kevin** had done in recognizing some of the quote anomalies. **Cindy** acknowledged that there were some differences in the quote and the CenturyLink state contract that are being reviewed, as well as some discounts that had not been applied. It appears that each grant application will come in at least \$25K below the requested amounts. After a discussion it was agreed that we should approve a “not too exceed” cap on each of the grants.

3.2.1 Motion - It was moved by **Jeremy Raymond**, seconded by **Alan Workman**, *“that the Committee approve the Millard County grant with a not to exceed \$200K cap and that the final quote be reviewed by the Grant Approval Sub-Committee as soon as possible.”* The motion carried by a unanimous vote.

3.3 Juab County - Sheriff Alden Orme presented the details of their grant application. He indicated that their grant application was very similar to the Millard County grant for essentially the same upgrade.

3.3.1 Motion - It was moved by **Jeremy Raymond**, seconded by **Alan Workman**, *“that the Committee approve the Juab County grant with a not to exceed \$205K cap and that the final quote be reviewed by the Grant Approval Sub-Committee as soon as possible.”* The motion carried by a unanimous vote.

3.4 Follow Up - Randy is to schedule a meeting with the Grant Review Sub-Committee.

4. Public comment

4.1 The Committee recognized **Randy Swalberg**, who has recently retired from CenturyLink, for the significant contributions that has made to 9-1-1 across the state, and in particular to the 9-1-1 Committee. On behalf of the 9-1-1 Committee, Chair **Deb Mecham** presented **Randy** with a plaque of appreciation.

5. Committee Business

5.1 VECC-Weber Network Reimbursement Extension Request – Jeff Monson, the Interim Director for VECC, requested an extension to the current arrangement for the payment of network fees for the Greater Wasatch Multi-node ESInet. The current arrangement is such that VECC is billed for all network charges. The Committee approved a six-month compensation arrangement at the May 2013 meeting. He indicated that the monthly amount would be in the same range as the current monthly charges. **Kevin Rose** added that one of the reasons that the Committee decided on the original six-month approach was that, at the time, the Committee had not decided how the new network would be set up. We now know that the current network arrangement with CenturyLink is the direction that we have chosen for our NG rollout. He suggested that we should continue to reimburse VECC through to July 1, 2014, when another review of the arrangement should occur, and the status of our proposed legislation would be known. Tina made the comment that the monthly amounts may increase depending on future additional multi-node participants.

5.1.1 Motion - It was moved by **Kevin Rose**, seconded by **Randy Auman**, *“that the Committee continue to pay the associated monthly costs of the Intrado A9-1-1 backbone network, and to be reviewed July 1, 2014.”* The motion carried by a unanimous vote.

6. Committee Membership Update – Eric Parry reported that Garrett Rees and Scott Freitag appointments to the Committee took place on November 19th. This is the first time in a long time that all the Committee positions have been completely filled.

7. Grant Rules – R720-1-7 (3(b) (iv)) – Eric updated the Committee with the one change from the last meeting where word “automatically” be inserted in between the added language in section (iv). The changes to the Rules have been forwarded to **Kevin Bolander** and **Amy Lightfoot** for review and action as required.

- 8. 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. It was suggested that the reports for the entire year (2013) be requested and added to the trending chart. **Eric** to continue to update this spreadsheet for at least a 12 month period.
- 9. magicJack Surcharge Issue –** There was no update available from the Tax Commission on this matter. It was suggested that another meeting be set up with the Tax Commission folks in order to get an update on this matter.
- 10. PPBH – Status on Mobile Website – GPS Locator feature – Bert Granberg** gave a presentation on the issues and challenges with the current non-emergency feature on our mobile website. The original thought with this feature was that zip codes could be easily entered; however, if a user is in an area where they do not know the local zip code, the application would not be used at all. As well, the current zip code methodology has certain issues concerning the overlap of PSAP service areas. South Salt Lake has three zip codes that overlap into Salt Lake City’s service area. In short, a migration to a user-location based system would be superior to the current zip code arrangement. Recent meetings with Penna-Powers have resulted in the merging of the zip code regions into the AGRC PSAP boundary GIS database. Users with smartphones that are GPS enabled would then be able to acquire the correct non-emergency numbers, as well as have an additional feature where users could enter a street address. There was also some discussion to incorporate a feature where the caller’s location would be displayed on their phone.
- 11. Communications Task Force – Consultant Issue - Tina Scarlet** reported on the recent Communications Task Force meeting held November 13th. She reported that the Task Force Sub-Committee was tasked with developing a budget along with a time-line for upgrades to the various systems and equipment. The Sub-Committee decided that the best approach to get this matter handled was to hire a consultant to get solid numbers and establish a credible timeline. A motion to hire a consulting firm (ADCOMM Engineering) that already has a contract with UCAN was made and approved. It was also felt that since the Task Force will not be meeting until April 2014 that time is of the essence to get this ball rolling. **Tina** went on to report that it was the feeling of **Senator Harper** and **Representative Dee** that 9-1-1 matters be included in the issues to be addressed. Since the UCAN Board approved the funding of the consultant, the plan is for **Tina** and **Steve Proctor** to meet with the consultant to develop a scope of work, and determine how to get started. She indicated that there may be a possibility that UCAN will approach the 9-1-1 Committee to fund the portion of the consultant costs that would be directly attributable to the 9-1-1 portion of the study. **Tina** to report back at the December Committee meeting.
- 12. Sub-Committee Status Update – Deb Mecham** asked the Sub-Committee chairs to present their reports.
- 12.1 ECaTS Sub-Committee – Justin Grenier** reported that his recent attendance to the FCC workshop was delayed by the government shutdown. According to the major players, the gist of the issues surrounding caller location accuracy was supposedly due to the fact that telecommunicators are not rebidding the system for updated location information. He also reported that there was an organization called the “Find Me 9-1-1” coalition that has a broad representation both nationally and from Utah, and that they are affiliated with the Denise Amber Lee Foundation. He went on to inform the group that an article on the [911 Dispatch Magazine On-line](#) website that quotes Phase II call accuracy data from Utah. It was agreed that we need to discover the

source of that information and establish its credibility. He also handed out a spreadsheet of ECaTS data showing wireless Phase I and Phase II call statistics for three-year's worth of Utah wireless 9-1-1 calls. The issue is that the data represented on the 9-1-1 Dispatch.com website and the ECaTS data do not correlate. **Justin** and **Eric** to follow up with the author of the article to determine the source of the Utah data.

Justin went on to comment on the rebid issue, and openly wondered if there was any way that we could determine how often our Utah PSAPs rebid wireless calls. Some CPE equipment is programmed to do this automatically, but we really do not know for sure where this is happening or how often it is happening. Discussions with ECaTS indicated that this would be problematic to determine given the current data gathering system. However, it would be appropriate to press ECaTS on the rebid issue as well as the location accuracy issue. **Justin** also showed data for California where they are trending in the wrong direction insofar as Phase II calls are concerned and commented that at least Utah is trending in the right direction with more and more Phase II calls being delivered to our PSAPs. He cautioned that we need to be careful in interpreting the data as it is a well-known fact that people are dumping their landline phones in favor of a wireless phone and that the trend towards more Phase II calls may be part of the trend away from landline phones in favor of wireless phones. He distributed a spreadsheet report that provided an outline on Utah wireless-calling stats spread over three years. His plan is to continue to research this issue and work with the PSAPs and ECaTS to get some answers.

In addition, he reported that the FCC is looking at establishing the requirements for a "Z" coordinate in the Phase II location data that would, in addition to the "X/Y" coordinates, provide a height measurement factor. This would greatly assist in the locating of callers who are in a high-rise building or otherwise assist responders in locating callers that are not at street level.

With regard to uncertainty value in regard to the accuracy of the geographic information, and that this should also be a significant issue in the bigger picture, and that this issue was not addressed at the FCC workshop.

Although there was no clear goals established at the workshop, it was generally agreed that there should be another meeting like this in a year's time to determine if anything has changed.

The question of further engagement with the FCC was discussed, and it was agreed that any information from Utah that is germane to the core issues should be shared with the FCC particularly if it can demonstrate that Utah's data is accurate and reliable, and that Utah overall is trending in the right direction.

12.2 Grant Review Committee – Randy Auman reported that he had nothing more to add other than what has already been discussed. He reported that some of the applications have come in without the needed information. He also suggested that the business of grant application review is a Committee responsibility as demonstrated by the recent assistance of **Kevin** and **Tina**, and that his thought was that anyone on the Committee can be involved in grant application review. After a brief discussion it was decided that status quo is the best approach for the next round of applications (Sanpete & Tooele).

Deb Mecham commented that this approach is working well and that the main benefit is that when the grant applications come before the Committee for a vote, most of the questions have been answered. The grant applicant representatives present at the meeting agreed that the new process works well, and that there is the much needed dialogue with the Committee members and CenturyLink that now occurs.

12.3 NG9-1-1 Sub-Committee – Kevin Rose reported that they are still working on coming up with some recommendations to the Committee concerning the best way to fund the backbone network, and that we really will not be able to commit until after the legislative session. We are still waiting for some network connectivity numbers from some PSAPs to get a better idea of what the monthly totals look like. He also reported that they are working with Intrado, CenturyLink, and the multi-node group to look at ways to capitalize on the functionality of the A9-1-1 network for various ways of call routing through the network. We are also looking at better ways to manage the MSAG, which needs to be migrated towards a GIS model. It is crucial that the MSAG align with the GIS data to move NG9-1-1 forward in the state. With regard to a question concerning text messaging, **Kevin** reported that our approach will be methodical and cautious given that the wireless carriers have until May 2014 to be text to 9-1-1 capable. Most of the PSAP CPE equipment across the state will be ready to accept text messages, and it will be up to the PSAPs to decide if they wish to move forward in this regard. PSAPs will also need to work with their local carriers to determine if texting to 9-1-1 is even feasible in their regions. It was agreed that the Committee should assume a leadership role on a state-wide basis to assist PSAPs in the transition to text to 9-1-1. For example, as PSAPs adopt the new technology, a public education program for that jurisdiction will need to be in place and ready to go. This could be part of a new initiative for PPBH who currently manages our public education program.

12.4 Legislation Sub-Committee Update – Tina Scarlet reported that there continues to be meetings with Dave Spatafore and Representative Dee to further prepare for the upcoming Legislative session. The plan is to present the proposed changes to the Committee at the January meeting in order to let the Committee know what to expect. Most of the changes involve cleaning up the language and modernizing some of the technical terms.

12.5 Standards Sub-Committee – Kraig Kaizumi was unavailable, but **Kevin Rose** provided a brief report on **Kraig's** behalf. In short, the Sub-Committee has been trying to zero in on what should be tackled first, and it appears that Emergency Medical Dispatch issues are at the forefront. In discussions with the BEMS, the issue of certification and PSAP designations. It appears that there is a disconnect between what the state is doing and what the EMD vendors are doing with regard to certification and recertification. It was decided that the Sub-Committee will be putting together a PSAP survey that will consist of a series of questions addressing what each PSAP is doing with regard to EMD and any other related issues such as POST certification, etc. The survey will be done by Sub-Committee volunteers over the phone in an effort to ascertain what, if anything, can be done at a state level to support PSAPs in overcoming whatever barriers they are encountering that hinder Telecommunicator certification training.

12.6 Communications Task Force – Tina Scarlet's report is as noted in the previous section of these minutes (above).

13. Wireless Phase II Coverage in the Southern Regions of Utah – As Kraig was not at the meeting, this item was tabled to the December meeting.

14. Navajo Nation Telecommunications Regulatory Commission - As **Kraig** was not at the meeting, this item was tabled to the December meeting.

15. Website Update – The new website is now live. Eric to continue to continue to upload document and audio files. Pictures of the Committee members are needed ASAP. There may be a photo shoot at the December meeting.

16. Committee Funding Tribal Nations – Kevin Bolander – Tabled to next meeting.

17. Program Manager Activity Update – Eric briefed the Committee on his activities since the October meeting. He reported that he caught a virus that took him out of commission for a few days, but otherwise has bounced back. He attended two meetings with the Greater Wasatch Multi-Node, assisted with the Agent 511 WebEx, and assisted with two meetings of the Standards Sub-Committee. There was a strategic planning call with AGRC and PPBH to work through the mobile website application that will allow device location to determine which non-emergency numbers are presented to the device. He also reported participating in the Grant Sub-Committee meeting held November 13, as well as a submitting a FirstNet use-case report November 15. On November 18, he participated in the all-day FCC workshop via WebEx. On November 20, he attended an all-day Leadership workshop organized by Captain Workman. The following day, he attended an Intrado Map Sag presentation at VECC. In addition, he reported that the latest Grant application pdf has been revised and posted on the website.

18. New Business

19. Round Table:

19.1 Change of Venue for the February or March Meetings – It was suggested that the Committee consider a change of venue to St. George for either the February or March meetings which would coincide with the installation of the Vesta 4 CPE.

19.2 Strategic Planning Meeting – Kevin Rose suggested that with so much going on with all of the Committee business that it would be a good idea for all the Sub-Committee chairs to meet at some point soon to develop a long range strategic plan. The plan would be intended to articulate what the Committee has been working on and would be appropriate for presentation to our legislators and would also become part of our report to the legislature. It was decided that we should meet sooner than later and that a meeting needs to be set as early as possible.

20. Election of New Chairperson - Deb reminded the group that our Rules say that a new chairperson shall be elected at the first meeting of the calendar year, and that this year the nominations need to be from the DPS representatives on the Committee.

21. 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, December 19, 2013 @1300 MDT, UHP Large Meeting Room, Main Floor, 4501 South 2700 West, Taylorsville, UT 84129

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