



Gary R. Herbert, Governor
Deborah Mecham, Chair

Regular Meeting Minutes

January 16, 2014

Committee Member Attendees

Randy Auman
Melanie Crittendon
Scott Freitag
Deborah Mecham
Kathy Quarnberg
Jeremy Raymond
Garrett Rees
Kevin Rose
Jim Thomas
Alan Workman

Committee Members on Bridge

Justin Grenier
Danny Neds
Tina Scarlet
Lesa Wilson

Staff Members Present

Eric Parry
Kevin Bolander

Invited Presenters

Britni Brozo

Staff Members on Bridge

N/A

General Attendees

Emilee Eagar
Chris Rueckert
Laonna Davis
Destry Lazenby
Ken Romero
Randy Swalberg
Lorenzo Barlow
Karl Kuehn
Britni Brozo
Heather Bennett
Sheila Bringhurst
David Bratke

Representing

Bear River Association
Mountainland Association
Salt Lake County
Utah County
Six County Association of Governments
Uintah Basin Association
Wireless Communications Carrier
Utah Department of Technology Services
Incumbent Local Exchange Carrier
Urban DPS

Representing

Five County Association
Wireless Communications Carrier
Weber County
Rural DPS

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

Penna-Powers

Representing

Deseret News
DPS/Salt Lake Communications Center
DPS/Uintah Basin Communications Center
CenturyLink
CenturyLink
CenturyLink
Colorado City
Layton PD
Penna-Powers
Poison Control
Sanpete County
Stancil Corp.

Regina Nelson
Chris Dunn
Randy Thomas
Mark Whetsel

Tooele County Sheriff's Office
UPD
UPD
VECC

General Attendees on Bridge

Ed Engels
Anthony Haddad

Representing

Intrado
Intrado

Minutes

The meeting was called to order by Committee Chair **Deborah Mecham** at 1305 MST. Our newest members of the Committee, Scott Freitag and Garrett Rees, were introduced and welcomed by Chair **Mecham**.

As well, a token of appreciation for retired Committee member, **Tom Norvelle**, was passed on to **Kevin Rose** for delivery to **Tom**.

1. **Minutes: Motion** to approve the minutes of the Utah 9-1-1 Committee meeting held November 21, 2013, made by **Alan Workman**, seconded by **Jim Thomas**. 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. Chris Rueckert, DPS/Salt Lake Communications Center, verbally authorized the de-obligation of his remaining unspent grant award.
 - 2.2 **Projected Available Funds Remaining** – There is about **\$4,528,354** remaining in the grant fund.
 - 2.3 **Eric** also reported that Salt Lake City 9-1-1 has not invoiced for their CPE. **Scott Freitag** advised that an invoice is in the works.
 - 2.3 **Approval of Financial Report** – A motion to accept the Financial Report was made by **Jeremy Raymond**, seconded by **Melanie Crittendon**. The motion was approved by a unanimous vote. Carried.
3. **Grant applications**
 - 3.1 **Sanpete and Tooele Counties** – The representatives from Sanpete and Tooele Counties were in attendance to present their respective grant applications.
 - 3.2 **Sanpete County – Sheila Bringham** gave a brief overview of the revised grant. She reported that the grant is to upgrade their 9-1-1 system that was installed in 2008. She went on to indicate that after meetings with Richfield, San Juan Millar and Juab Counties that they had decided to move forward with a standalone system with the possibility of getting together in the future. She was also pleased to report that the revised Grant application is reduced by about \$30,000. The Sheriff had directed **Sheila** to put in for a logging recorder system (\$26,650) even though such equipment is not usually approved by the 9-1-1 Committee. **Randy Auman** on behalf of the Grant Review Committee indicated that they had reviewed the grant and decided not to fund the logging recorder.
 - 3.2.1 **Motion** - It was moved by **Alan Workman**, seconded by **Kevin Rose**, *“that the Committee approve the Sanpete County grant and subtract out the logging recorder costs for a final grant award of \$182,151.45.”* The motion carried by a unanimous vote.

3.3 Tooele County – Regina Nelson presented the details of their grant application. She explained that they also are at end of life having purchased a Sentinel Patriot system in 2008. She went on to inform the Committee that their 5th Maintenance contract ends in February 2014, and that she had asked Cindy Mellor to prepare three quotes. One quote was for an upgrade to Vesta 4.0, the second quote was to purchase a Viper system, and the third quote was for to upgrade to the Patriot to Version 3.3, install the ESInet router and purchase a 6th year of maintenance. In counselling with Sheriff Frank Park, it was his advice that they chose option three. **Randy Auman** on behalf of the Grant Review Committee reported that after reviewing the Grant application, the Sub-Committee had decided not to approve this grant because it would cost \$100K for a version 3.3 “patch” to get them to the ESInet, when in reality all it would require would be to purchase a gateway to connect them on to the ESInet. The recommendation that the Grant Sub-Committee made to Tooele is to turn in another application with quotes to upgrade to either the Vesta 4.0 or Viper systems. These would be reviewed for the next Committee meeting. There were also comments on the number of call taking positions affecting the quotes. **Regina** explained that they remain sitting at the same staffing level that they were at ten years ago, and that what is showing on the Grant application reflects their current situation (15 FTE’s) and is not realistically where they should be. A NENA staffing analysis conducted last May indicated that they should have a total staff of about 18 FTE’s. A recommendation to increase FTE’s is currently in the hands of their Commissioners. They currently have a six position PSAP with an additional two positions in the adjacent EOC. **Kevin Rose** commented that it would be reasonable at this time to upgrade the six PSAP positions and not the EOC positions. The cost of upgrading and maintenance is affected by the total number of positions. As well, he suggested that if the EOC was in a different location, and provided an alternate physical location for PSAP backup, then it would be appropriate to upgrade the call taking positions. **Regina** explained that their Command Post equipment is used for training and special events, and also when call volume spikes. She also explained that her Maintenance agreement is going to expire next month. **Kevin Rose** presented another option wherein the Patriot remains at its current version, a 6th year of maintenance is purchased, and IP to CAMA gateways are procured all at a significant savings to both Tooele and the Committee. It was agreed that Tooele needs to resubmit their Grant application to reflect the proposed staffing levels for review by the Sub-Committee for the February meeting. In the meantime, it was suggested that a “Time and Materials” approach for maintenance be taken to get them through the next few months.

3.3.1 Motion - It was moved by **Randy Auman**, seconded by **Kevin Rose**, *“that the Committee support a “Time and Material” approach to fix any issues that may arise for Tooele County.”* The motion carried by a unanimous vote.

4. Public comment

4.1 Sheila Bringham expressed concern that they, and several other counties, are in the same boat as Tooele when it comes to maintenance. Several Committee members reassured her that she and any other county in the same situation as Tooele would be supported in this regard.

5. Committee Business

5.1 Committee Membership Update – Eric Parry reported that with Tom Norvelle retiring from the Committee, the Davis County position is now open. Eric has reached out to Tom to ascertain if a replacement has been selected, but has not received a reply.

5.2 T-Mobile Location Uncertainty Values - Kevin Rose reported that he along with **Justine Grenier, Karl Kuehn, Bert Granberg** have been doing a lot of ECaTS wireless caller location data analysis and have discovered that with the exception of Weber and Washington Counties, T-Mobile is not providing location uncertainty values to all of our PSAPs. They are the only wireless provider in Utah that does not provide location uncertainty values to our PSAPs. After reaching out to Danny Neds, it was determined that all we need to do to get that switched on is to make a request to T-Mobile.

5.2.1 Motion - It was moved by **Kevin Rose**, seconded by **Justin Grenier**, *“that T-Mobile turn on the uncertainty values for all PSAPs in Utah.”* The motion carried by a unanimous vote. **Danny Neds** agreed to follow through and make put this motion into effect with T-Mobile. **Eric** to send an email to **Danny**.

The issue of confidence values also was raised, and it would appear that none of the PSAPs are getting this information. If this was also activated, there was concern that it might affect the ALI spill, display, and CAD interface (30W format) criteria. It was decided to hold off on this matter until further research can be conducted.

5.3 POST Certification – Deb reported to the Committee that POST continues to hold Telecommunicator certification courses free of charge to all Utah telecommunicators; however, this training is not yet mandatory. Discussions with our Standards Sub-Committee have suggested that we should look at making this training mandatory for all Utah PSAP personnel. It is the feeling of this Sub-Committee as well as Utah NENA and APCO that it is very important to have those standards of training established and that we work toward an effort to have these standards established in legislation. To further investigate this matter, another Sub-Committee was established that consists of two members each of the 9-1-1 Committee (**Eric & Kathy**), Utah APCO (**Melanie Crittendon & Karl Kuehn**), Utah NENA (**Mark Whetsel & Randi Gamble**), and POST (**Deb & Linda Petty**). This group met on January 9, 2014 to get their next steps organized. One matter that becomes evident is that we need the support of Chiefs of Police, Sheriffs, Fire and EMS Chiefs to make this happen. We would therefore need to take our recommendations to them to get their buy-in and support and drive it forward. We felt in necessary to get the support of the 9-1-1 Committee to support this effort.

5.3.1 Motion - It was moved by **Randy Auman**, seconded by **Alan Workman**, *“that the 9-1-1 Committee support the goals to establish mandatory POST telecommunicator certification in Utah.”* The motion carried by a unanimous vote.

5.4 Election of 2014 9-1-1 Committee Chair – Deb opened the matter of a new Committee Chairperson which we are required by Subsection **53-10-601(3)(a)** to do at the first 9-1-1 Committee meeting of the calendar year. This year, the Chair must be selected from one of the two DPS Committee members (**Alan Workman** and **Lesa Wilson**). After a brief discussion, **Lesa Wilson**, due to work-related challenges, graciously requested that she not be considered for nomination.

5.4.1 Nomination – Kevin Rose offered to nominate **Alan Workman** as a candidate for the position of 9-1-1 Committee Chairperson.

5.4.2 Motion - It was moved by **Lesa Wilson** *“that nominations cease”*

5.4.3 Motion - It was moved by **Deb Mecham**, *“that the nomination of **Alan Workman** as the new Committee Chair be accepted by the 9-1-1 Committee.”* The motion carried by a majority vote with **Alan Workman** abstaining.

5.5 Grant Rules – R720 – Kevin Bolander updated the Committee with the current progress of our Rule changes. He reported that he met with **Amy Lightfoot** and **Eric** to go over some adjustments to the current language. An updated draft was distributed that contained the following changes:

R720-1-4(2)(b) - The first issue is in the need to meet at the Calvin Rampton Complex every third Thursday at one o'clock unless voted otherwise by majority. **Kevin** suggested that this be modified to address matters such as meeting cancellation, venue, etc. After a short discussion, it was agreed to completely remove (2)(b).

R720-1-5(1)(a) – It was suggested to simplify this language to remove the reference to the Grant Application URL.

R720-1-5(2) – This section was changed to clarify the notice of intent rule and the language (i.e., “shall” vs. “may”) surrounding this provision.

R720-1-5(2)(b) – Typo in line two – need to add “a” between the words “making” and “grant”.

R720-1-5(3)(b) – This section provided for being present via electronic means to speak to the application.

R720-1-7(4) – This section was modified to clarify the rules surrounding the de-obligation of unspent award funds after one year, as well as situations involving extenuating circumstances.

5.5.1 Motion - It was moved by **Kevin Rose**, seconded by **Kathy Quarnberg**, *“that the Committee accept the recommended Rule changes as presented, in addition to striking Section **R720-1-4(2)(b)**, and adding an “a” to Section **R720-1-5(2)(b)**.”* The motion carried by a unanimous vote.

The Rule changes must now go to the Division of Administrative Services, and **Amy** will set **Eric** up to allow him to make the submission. Administrative Services will then post the Rules for comment. After that, the Rules come into effect.

5.6 Tax Revenue Distribution – Eric briefed the Committee on the reports that cover calendar year 2013. The trend chart was briefly discussed, and it was noted that from the data, all of our numbers are trending up. It was agreed that we will continue to receive and publish ongoing Tax Commission reports in our monthly packets. The question of where the VoIP numbers reside in the report. **Eric** to check with **Jim Clayton**.

5.7 magicJack Surcharge Issue – Eric met with the Tax Commission on December 12th where it was reported that there are approximately 2000 magicJack subscribers in Utah, and that 9-1-1 surcharge revenues are now being collected. Another status update meeting will be held in May 2014.

5.8 PPBH – Status on Public Education Campaign – Britni Brozo gave a brief presentation on our 2014 Public Education campaign which starts February 7th. The details of the presentation were included in the PowerPoint pdf distributed prior to this meeting. Work on the mobile web site continues and AGRC is participating in helping out with this. Testing on the location feature will begin in the next week or so, and Committee members may be called upon to help out with the testing.

5.9 Strategic Plan Development – Deb reported that the Chairs of all the Sub-Committees met last month and that a set of some ideas were discussed. Among them was the development of an Executive Summary along with a sub-set of four initiatives. A draft document was distributed for review:

Executive Summary: The creation of this strategic plan is intended to ensure that the Utah 9-1-1 Committee is managing its funding program in a responsible manner.

9-1-1 Committee Initiative Topics:

Initiative 1: Effectively manage the migration of Utah PSAPs to Next Generation 9-1-1.

Initiative 2: Assist Utah PSAPs to keep current with emerging technologies for 9-1-1 call processing in the most cost effective manner.

Initiative 3: Monitor and recommend updates to legislation that will ensure that the Utah 9-1-1 Community is adequately supported.

Initiative 4: Assist Utah PSAPs in delivering professional and consistent levels of service across the state.

We want to keep the momentum of all our Committee initiatives moving forward in a cohesive manner. The plan received a positive response from the Committee and it was felt it accurately defines our role. It was further suggested that we add a Public Education statement as well as an initiative that addresses assisting Rural PSAPs.

6. Sub-Committee Status Update – Deb Mecham asked the Sub-Committee chairs to present their reports.

6.1 ECaTS Sub-Committee – Justin Grenier reported that we have made considerable progress in digging into the wireless 9-1-1 caller location issue, but are not quite ready to do a presentation until more analysis has transpired. We have learned where the FCC data originated, and we hope to have a presentation from ECaTS at our February meeting. **Kevin Rose** was recognized for his hard work in digging into the T-Mobile uncertainty value issue as previously mentioned in these minutes. **Justin** went on to report that we are learning a lot about our caller location accuracy, rebid issues, and what we are able to get from our rebid data. **Karl Kuehn** gave a brief overview of what we can do with ECaTS and wireless caller location issues affecting his PSAP. He estimated that due to cell tower antenna orientation and cell tower pre-programmed 9-1-1 call routing issues his PSAP gets about 2,000 misrouted wireless calls per year. Those calls ultimately need to be transferred to or from a neighboring PSAP. He recommends that each PSAP do this analysis and see where their cell towers are and where their calls are going. He went on to state that it appears that the accuracy of caller location is much better than first suspected. **Kevin Rose** reported that he is doing an analysis of the percentage wireless calls that come in as Phase 2, which of those have location information, and how accurate that location information is Statewide as well as PSAP by PSAP. He also reported that they have done some test calls to establish a small sample of location accuracy. Hopefully, by the next meeting a more detailed and thorough analysis of what is going on in Utah in this regard will be ready.

6.2 Grant Review Committee – Randy Auman reported that most of his report was already given in the Grant Application discussion in section 3.0 (above).

6.3 NG9-1-1 Sub-Committee – Kevin Rose gave a brief overview concerning the next steps in the pursuit of NG9-1-1 in Utah. We have decided on a network and the next step is to look at researching the various funding models. We need to look at the various hosted models that are available. He asked direction from the Committee on this matter as it will be a fairly big undertaking for the vendors to develop proposals. It was the consensus of the Committee that we need to do this and further make an effort to educate our PSAPs on the differences between a hosted system and standalone CPE. It was the consensus of the Committee members that this is something that we absolutely need to look at and have the responsibility to investigate further. It was also agreed that we need to do more in the way of education with the PSAPs in this regard. In addition, it was mentioned that some states are already moving towards hosted models.

Another matter that was raised was the next steps with regard to looking at NG9-1-1 and all the challenges and benefits that come along with it. One of the challenges that we will be facing deals with GIS and the current MSAGs that exist in Utah. It has been discovered that the MSAGs need a thorough going over to clean them up and eventually have X & Y coordinates added to every ALI record. We want to take the MSAG and align it with the ALI database and make it the same database so that we are dealing with one data set. This would move us toward being able to route calls based on the X/Y location of the caller. This will change the way we manage MSAGs as it will most likely need to be done from a statewide perspective. One of the tools that are available now is Intrado's MapSAG system. It is the Sub-Committee's intention to do more research on this product and to come back to the Committee with a presentation and a recommendation for next steps. **Bert Granberg** commented that the AGRC has been working with PSAPs to identify all address points across the state. It was also mentioned that representatives from the local entities need to be involved collaboratively with AGRC and the maintenance of the GIS database. In addition, Intrado has agreed to do a feasibility analysis on one MSAG to see how much work is involved in cleaning all the MSAGs up and eventually adding the X/Y coordinates. During the course of the discussion, it was mentioned that each PSAP would need to be on board with having their MSAGs scrubbed and updated. It was agreed that the Committee representatives from the various regions that represent PSAPs would need to canvass those PSAPs for permission to have Intrado scrub their MSAGs, and that those Committee members should do that. VECC, Weber, Utah Valley Dispatch, Layton, and Summit County all indicated at the meeting that they are onboard with this. It mainly involves taking the MSAG and ALI database information and comparing it to the GIS database and coming up with a discrepancy report and evaluating how much work will be involved to correct and align them. **Kevin Rose** went on to state that this effort will be very timely in that it will completely prepare the state for NG9-1-1. **Deb** asked **Kevin Rose** to prepare a brief overview of what this effort would entail and send it to Eric for further distribution.

6.4 Legislation Sub-Committee Update – Tina Scarlet reported that nothing has changed with respect to the proposed updating of the legislation. Most of the changes consist of updating the language in the statute to conform to today's technical jargon. Other changes included removing the Phase II language and broadening the scope of the legislation to include Next Generation. There is also the possibility of increasing our funding from 8 to 11 cents. The changes also include the addition of a representative

from Tooele County. She went on to report that she is working with an analyst and **Representative Dee** to get everything ready for the next session of the Legislature. Tina reassured the Committee that **Senator Harper** and **Representative Dee** are both very supportive of our efforts, and want to keep Utah in the forefront when it comes to 9-1-1. **Tina** offered to email **Eric** a draft of the changes for further distribution to the Committee.

- 6.5 Standards Sub-Committee – Kraig Kaizumi** was unavailable, but had a prepared a written progress report which was distributed to the Committee members. It was decided that due to the length of the proceedings, that **Kraig's** progress report be tabled to the February Committee meeting. It will be included in the February Committee packet.
- 6.6 Communications Task Force – Tina Scarlet's** reported that the next meeting will be held in April, and that the agenda has not yet been set. She did report that they have hired a consultant (ADCOM) to assist in further determining the budget requirements. Those numbers include \$140M in build out of the new system, \$55M in user equipment, and \$12M for dispatch consoles. There is a requirement to ensure that these numbers are correct. They are looking at a phased approach spanning several years, and funding and funding sources over that period needs further researched. The final report is due in June, and the Task Force expires in December of this year.
- 7. Greater Wasatch Multi-Node Project Update** – Mark Whetsel from VECC updated the Committee status of this project. He reported that they have finalized a draft of an Interlocal Agreement for multi-node users, as well an iteration of a Memorandum of Understanding for those that intend to join the ESInet that needs further development.
- 8. Wireless Phase II Coverage in the Southern Regions of Utah** – This matter was addressed in **Kraig's** progress report and will be reported on at the February Committee meeting.
- 9. Navajo Nation Telecommunications Regulatory Commission** - This matter was addressed in **Kraig's** progress report and will be reported on at the February Committee meeting.
- 10. Tribal Funding Tribal Nations** – **Kevin Bolander** reported that he has looked into this matter and has concluded that the way the statute (Utah Code **53.10.605**) is written, there is no provision for the Committee to fund Tribal Nations. **Kevin Rose** raised the issue of wireless 9-1-1 calls that are being routed over admin lines to the various County-run PSAPs and that none of the Tribal Nations operate their own PSAPs. He openly wondered if we need to look at changing our statutes to allow us to support the tribal nations in some way, reiterating that this is not a Tribal Nations issue, but includes all citizens and visitors to Utah. In other words, if the caller information is not being delivered with the call, then that becomes a lower standard of service for certain callers. **Tina Scarlet** commented that the PSAPs could apply for a grant on behalf of the Tribal Nations. **Jeremy Raymond** raised the point that in his area, the Ute tribe calls go to his local PSAP, but that the tribe does maintain a dispatch facility. After a lengthy discussion, it was agreed that we leave things the way they are and be prepared to consider every individual situation as they arise. **Kevin Rose** to contact **Brett Mills** for further discussion and report back to the Committee in this regard.

11. Website Update – The new website continues to evolve. Several comments have been received from Committee members, and most of the ideas have been incorporated. Eric to continue to build the site. Pictures of several Committee members for upload to web site were taken at this meeting.

12. Program Manager Activity Update – Eric briefed the Committee on his activities since the November meeting. He submitted a travel itinerary for the upcoming public safety conferences in the hope of clarifying who is paying for what. It was agreed that the travel issues be tabled to the next meeting for further discussion. He also presented a hard copy of his activity report which is what he intends to do from this meeting forward. He reported that AGRC has made a generous offer to give office space up at the Capitol building. In addition, he is due for a performance review which it was agreed that he will need to work that out with Captain Workman. It was generally agreed that we need to move towards a budget model where matters concerning the operation of the Committee and other matters such as travel and equipment are identified well in advance of the budget year.

13. New Business

14. Round Table – Kathy Quarnberg raised the issue of the lengthy meetings and perhaps there was another approach we could take as a Committee to prioritize the agenda to make better use of our time. One suggestion was to start earlier, perhaps at 10:00 or 11:00. It was agreed that this matter should be reviewed by Eric and Captain Workman to determine the best approach.

15. Election of New Chairperson - representatives on the Committee.

16. Motion to Adjourn – A motion to adjourn the meeting was made by **Jeremy Raymond**, seconded by **Jim Thomas**. The motion passed with a unanimous vote. Carried.

Next Scheduled Regular Meeting: Thursday, February 20, 2014 @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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