



Gary R. Herbert, Governor
Alan Workman, Chair

Regular Meeting Minutes

April 17, 2014

Calvin Rampton Complex, UHP Large Meeting Room
4501 South 2700 West,
Taylorsville, UT 84129

Committee Member Attendees

Randy Auman
Melanie Crittenden
Scott Freitag
Kraig Kaizumi
Justin Grenier
Deborah Mecham
Kathy Quarnberg
Kevin Rose
Jim Thomas
Lesa Wilson

Representing

Bear River Association
Mountainland Association
Salt Lake County
Rural Incumbent Local Exchange Carrier
Five County Association
Utah County
Six County Association of Governments
Utah Department of Technology Services
Incumbent Local Exchange Carrier
Rural DPS

Committee Members on Bridge

Danny Neds
Tina Scarlet

Representing

Wireless Communications Carrier
Weber County

Staff Members Present

Kevin Bolander
Eric Parry

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

Invited Presenters

N/A

Staff Members on Bridge

N/A

General Attendees

Bert Granberg
Tara Thue
Andrew Howlett
Max Iwaniec
David White
Linda Petty
Chris Rueckert
Laonna Davis
John Joseph
Andy Nielsen
Steve Raval
Scott Finlayson
David Bratke
Scott Folsom

Representing

AGRC
AT&T
CenturyLink
CenturyLink
CenturyLink
DPS/Cedar Communications
DPS/Salt Lake Communications Center
DPS/Uintah Basin Communications Center
GEOCOMM
Intrado
Intrado
Springville City Police
Stancil Corp.
University of Utah

Jake Hunt	UCAN
Steve Proctor	UCAN
Mary Bain	UPD
Jeff Monson	VECC
John Inch Morgan	VECC
Mark Whetsel	VECC

General Attendees on Bridge	Representing
Brian Lowe	Logan City PD
Shelley Peterson	Logan City PD
Laura Lee	Logan City PD

Minutes

The meeting was called to order by Acting Committee Chair **Randy Auman** at 1305 MDT.

1. **Minutes: Motion** to approve the minutes of the Utah 9-1-1 Committee meeting held March 20, 2014, was made by **Kevin Rose**, seconded by **Kathy Quarnberg**. The motion was approved by a unanimous vote. Carried.
2. **Financial report:**
 - 2.1 **Unspent Encumbered Funds** - **Eric** reported that he continues to monitor unspent encumbered funds.
 - 2.2 **Projected Available Funds Remaining** – There is about **\$3,807,270** remaining in the grant fund.
3. **Grant applications**
 - 3.1 **DPS/Richfield Communications** – **Kathy Quarnberg** was invited to present her grant application. She described her PSAP as one that serves a tri-county area consisting of Sevier (Class 4), Piute, and Wayne counties (both Class 6). They have four dispatch positions equipped with phone and radio technologies. They do not have mobile command posts. They wish to upgrade their Vesta Pallas, which was installed in 2009, as it has reached its end of life. In addition, the maintenance agreement on this equipment has expired. She requested that the Committee approve Year 6 maintenance until the new system is installed, as well as purchase the Cassidian Vesta 4 system which would make them NG9-1-1 ready. She also wants to connect the new equipment to the statewide ESInet. The application includes three SIP phones – two for both supervisors positions, and one for the manager’s desk. These phones would display all lines coming into the PSAP with the exception of the 9-1-1 lines. She went on to explain that she has worked with **Andrew** and **Eric** to ensure that the quote is accurate and were successful in reducing the quote by about \$40K. By connecting to the ESInet, she expects to save about \$8K per year. In addition, she has also asked for a new NetClock. She explained that they also removed the monitors from the CenturyLink quote as they are able to get those on a state contract at significant savings. She has included them separately in the grant application. The grant application includes year 6 maintenance which is \$18,411. The one-time connection to the ESInet fee is \$4550, and the cost of monitors is \$1304. After adjustments for years 4&5 software and maintenance, it ended up 231,122.51. With the 10% match, final number for consideration by Committee is \$270,194.20. Any refund with regard to the unused portion of the year 6 maintenance funds would have to be returned to the

Committee. A brief discussion concerning the need for the Aurora MIS suggested that ECaTS is doing as much or more as the Aurora system. It was therefore suggested that the quote be further reduced by removing Aurora which would further reduce the grant application by \$14K. In the event that ECaTS is no longer available, it was generally agreed that the Committee could be re-approached to purchase Aurora at that point in time.

3.1.1 Motion - It was moved by **Kevin Rose**, seconded by **Tina Scarlet**, *“that the Committee approve the grant application with the removal of the Aurora portion of the quote.”* The motion carried by a unanimous vote. Note that with the removal of the Aurora, the project total is reduced by \$14,107.05 to \$256,087.15. The 10% grant match now becomes \$25,608.72 with the overall grant award now standing at about \$230,478.43.

3.2 University of Utah – Chief Scott Folsom presented the University of Utah years 4&5 maintenance grant application. There was discussion on the need for a grant approval process for years 4, 5, and 6 maintenance requests. It was agreed that the Committee should continue to request grant applications in this regard as well as vote on such applications.

3.2.1 Motion - It was moved by **Tina Scarlet**, seconded by **Scott Freitag**, *“that the Committee approve the years 3&5 maintenance grant application.”* The motion carried by a unanimous vote. Subsequent to the motion passing, there were further discussions and questions concerning the accuracy of the quote. There appeared to be a substantial difference between the Richfield quote and the University quote wherein the Richfield quote was significantly less.

3.2.2 Substitute Motion – It was moved by **Scott Freitag**, seconded by **Kevin Rose**, *“that we table maintenance matter to the next meeting and to direct CenturyLink to look at the numbers and come back and give us an explanation of the differences in the quotes, and if there any maintenance costs associated with the university system between now and next month, any invoices that are received from CenturyLink will be submitted to the 9-1-1 Committee for payment.”* The substitute motion carried by a unanimous vote.

3.3 Logan PD – Randy Auman presented the Logan PD grant request. This grant includes 11 positions that include a backup center. He described the various items that were reviewed and cut from the original quote including a reduction in the number of consoles, the elimination of the mobile command posts, and the deletion of the Aurora MIS and the Orion mapping system. Racks and monitors were also questioned and they were able to further reduce costs. The migration to the ESInet will further save Logan about \$60K per year. He also indicated that they are going to go ahead and on their own request and pay for the Installation and Maintenance training for local personnel. This grant application does not include year 6 maintenance; however, their current maintenance agreement expires in May. They would invoice the Committee when they had a better idea of how much it will cost, assuming they would need about six months’ worth of maintenance. It was further suggested that I&M training be included in the grant.

3.3.1 Motion - It was moved by **Justin Grenier**, seconded by **Jeremy Raymond**, *“that the Committee approve the Logan grant application and include the Installation and Maintenance training costs.”* The motion carried by a unanimous vote. (Note that the revised grant award including IM training is \$292,535.80)

4. Public comment

4.1 Tara Thue – requested that she be permitted to introduce herself to the Committee and the other meeting attendees. She is currently working for AT&T and is the Director of External Affairs for Utah and offered her services should we require any escalation of issues that may present themselves. Her email is tara.thue@att.com .

5. Committee Business

5.1 Committee Membership Update – Eric Parry reported that Karl Kuehn's nomination is still pending from the COG.

5.2 Tax Revenue Distribution – Eric briefed the Committee that the February and March reports have been sent from the Tax Commission. They are included in the packet as well as an updated trend chart.

5.3 Strategic Planning Retreat May 13-14 - Agenda – The agenda has been posted and continues to take shape based on the input of Committee members. **Randy Auman** suggested that we move the regular monthly 9-1-1 Committee meeting from Thursday, May 15th, 2014 to afternoon of Wednesday, May 14th.

5.3.1 Motion - It was moved by **Jeremy Raymond**, seconded by **Kevin Rose**, *“that the date of the May 9-1-1 Committee meeting be changed to Wednesday, May 14, 2014 at 1300 MDT, to be held at the Summit County Sheriff's Office.”* The motion carried by a unanimous vote.

It was decided that the Strategic Planning Retreat meetings should start at 0800, and **Melanie** will investigate the logistics and costs of providing lunches to the Committee Members. She will also investigate commercial accommodations and provide that information for posting on the website.

Scott Freitag suggested that the new CAD Funding and Rules issues resulting from the passing of HB155 be added to the agenda.

5.4 Appointment of 9-1-1 Committee Representative to the new UCA Board – Steve Proctor suggested that we start thinking about who will represent the 9-1-1 Committee on the new UCA board. There was some discussion regarding duplication of representation from the Committee and UCA board. It was then suggested that this matter be put over to the Strategic Planning meeting.

5.5 Grant Match Criteria – Randy Auman suggested that this discussion be put over to the Strategic Planning Retreat.

5.6 NetClock Replacement - Randy briefed the issues surrounding the replacement of the PSAP NetClocks. There was discussion concerning the connection to an outside source, and it was determined that there is a requirement to maintain a closed network, as well as an ongoing need to have the NetClock equipment in each PSAP. It was decided that NetClocks should be replaced as needed on a case-by-case basis.

5.7 Expansion of NG9-1-1 Backbone – Tina reported that CenturyLink was planning on moving forward with the expansion of the ESInet bandwidth prior to July 1. She reminded the Committee that we had approved moving forward with that at our March Committee meeting, and that she wished to clarify a couple of things in regard to this plan. The issue of paperwork associated with the upgrade was raised along with whether or not the terms of the existing contract should be changed or extended. She suggested that the Committee should look at this again, particularly in consideration of

the effective date of the new legislation and the fact that the Committee currently cannot sign any contracts. Kevin explained that the intent of the referenced motion was to assure VECC that any additional bandwidth requirements, if needed, would be covered by the Committee. VECC was also concerned that the language in the motion did not specifically state that VECC was authorized or encouraged to do anything with the current CenturyLink contract before July 1st when the assumption is that the Committee will enter into a new contract with CenturyLink for ESInet services. It was agreed that nothing should be done with the current contract. **Andrew Howlett** briefed the Committee on the origins of the VECC contract and explained that when this contract was drawn up, there was no 9-1-1 contract with CenturyLink in place, but that there was a state contract in place. So everything was done under that contract which was set to expire in 2015. Since that time, the state has renewed that agreement so now it is extended to 2018. Some new things that were added to that agreement will fall under the new terms. It was felt that rather than use the state of Utah contract, it would be cleaner to put it under the new 9-1-1 Committee contract in order that the Committee's specific terms of the contract could be met, but that CenturyLink is prepared to do it under either agreement. The concern was that since most PSAPs will save money with the migration to the ESInet, and that CenturyLink wants to be ready to accommodate the transition with the appropriate bandwidth in place. There will be incremental savings as each PSAP joins the network. When all PSAPs are connected to the network, the Selective Routers can be retired at even greater savings. It was also suggested that we start moving forward with a new agreement that would take effect August 1st. Steve Pryor reminded the Committee that the new UCA Board would have to endorse the contract once the 9-1-1 Committee reviews the proposed contract. It was decided that CenturyLink will draft up a proposal for distribution and review prior to the May meeting. **Eric** was directed to add this matter to the May agenda.

6. Sub-Committee Status Updates:

- 6.1 ECaTS Sub-Committee** – Justin provided handouts that showed totals for 9-1-1 calls per PSAP and the cumulative comparison of 9-1-1 calls by percentage for the entire state. The data shows that about 56% of all incoming calls (9-1-1 & 10-digit) are answered by five PSAPs, and that about 64% of 9-1-1 calls are also answered by the same five PSAPs. The data might assist the decision as when to switch certain PSAPs to the ESInet. Another report that shows call volume per console was also distributed to show which consoles are answering or not answering calls. There was interest in both reports and several PSAPs requested that **Justin** run this report on their behalf. He continues to work with ECaTS for customized reports and that some of the current reports are cumbersome and lack a nice summary of the aggregate data.
- 6.2 Grant Review Committee – Randy** - Nothing new to report.
- 6.3 NG9-1-1 Sub-Committee – Kevin** - Nothing new to report.
- 6.4 Legislation Sub-Committee Update – Tina** - Nothing new to report.
- 6.5 Standards Sub-Committee** – Kraig reported that since the last meeting there were further discussions with Priority Dispatch concerning the sending of a reminder letter to all PSAPs that use the MPDS protocols. The letter is to remind PSAPs of the terms of their license agreement with PDC concerning EMD certification and recertification. Also discussed was ways to support EMD certification training for PSAPs that for whatever reasons are having difficulty certifying and recertifying telecommunicators in this regard.

There was also discussion regarding working with the BEMS to address some of the EMD related issues that currently exist. Kevin Rose has met with Paul Patrick and will be presenting a progress report at the May meeting.

6.6 Strategic Plan Development – Eric reported that he continues to grow the plan as issues arise. We expect that there will be a great deal of additional content and detail following the Strategic Planning meeting.

7. POST Certification – Deb reported that the Sub-Committee prepared and presented a briefing to the Utah Chiefs of Police conference on March 27. The intent was to gather input from the Chiefs to get their thoughts on this initiative. **Karl Kuehn** was the presenter, and he reported that there was a positive response from the Chiefs. Afterwards, Karl had an audience with the Sheriff’s Association, and there were some questions that were raised concerning how they can get their dispatchers to the training sessions. They were assured that the training could be brought to their locations as the POST instructors are quite willing to travel to give the training. This has already been done in Millard County, and planning is underway to do the same thing in Emery County. So there are opportunities for entities that cannot afford to send people to this training. The next step is to meet further with Police Chiefs, Sheriffs, and Fire Chiefs to continue to garner support in this regard, and answer any questions or suggestions that they may have. We hope to eventually develop a plan, either legislated or otherwise, to have a mandatory training requirement established for all telecommunicators working in Utah PSAPs. She went on to report that there will be more meetings in the upcoming months with those groups to see if they would support this idea and be able to come up with something that is workable in the state.

8. Round Table – There were no issues raised at the Round Table.

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

Next Scheduled Regular Meeting: Wednesday, May 14, 2014 @ 1300 MDT, Summit County Sheriff’s Office, 6300 Justice Center Road, Park City, UT 84098

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

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