



Regular Meeting Minutes

December 15th, 2015

Valley Emergency Communications Center



Committee Members	Representing	Y/BR/E/N
Melanie Crittenden	Mountainland Association	BR
Scott Freitag	Salt Lake County	BR
Justin Grenier	Five County Association	Y
Karl Kuehn	Davis County Layton PD	Y
Peter Kuhlmann	Washington County	N
Deborah Mecham	Utah County	BR
Barry Horsley	South East Association	E
Regina Nelson	Wasatch Front Regional Council	BR
Shelley Peterson	Bear River Association	Y
Kathy Quarnberg	Six County Association of Governments	BR
Jeremy Raymond	Uintah Basin Association	N
Kevin Rose	Weber County	N
Mike Rapich (Approval Pending)	Urban DPS	Y
Gordon Coles	Statewide Interoperability Coordinator	E

Staff Members	Representing	Y/BR/E/N
Kevin Bolander	Attorney General's Office	BR
Shawn Messinger	UCA	Y
Trish Nelson	UCA	E
Eric Parry	UCA	Y
Steve Proctor	UCA	N
Kathy Trees	UCA	Y

General Attendees

Guy Dansie
 Raoul Garcia
 Andrew Howlett
 Max Iwaniec
 David White
 Bryan Low
 Jake Dinsdale
 Bill Cox
 Sheriff Dale Stacey
 Emily Weston
 Doug McCleve
 John Inch Morgan

Representing

BEMS
 BEMS
 CenturyLink
 CenturyLink
 CenturyLink
 Logan PD
 Office of the Utah Legislative Auditor General
 Rich County
 Rich County
 Rich County
 UHP
 VECC

General Attendees on Bridge

Bert Granberg
 Linda Petty
 Jennifer Stefanoff
 David Bratke
 Phil Rotheram

Representing

AGRC
 DPS/Cedar Communications
 DPS/Price Communications
 Stancil
 Unify Inc.

1. **Call to Order** – The meeting was called to order at 1307 MST by the 911 Advisory Committee Chair, **Justin Grenier**.
2. **Minutes**: A motion to adopt the minutes of the Utah 9-1-1 Advisory Committee meeting held November 17th, 2015, was made by **Deb Mecham**, seconded by **Karl Kuehn**. The motion was approved by a unanimous vote. Carried.
3. **Financial report**:
 - 2.1 **Projected Available Funds Remaining – Kathy Trees** presented the financial report. The first item was Current Year appropriations. The 9 cent fund shows a beginning balance of about \$4.8M. Current year appropriations show about \$2.9M in the 9 cent fund, and about \$2.53M in the CAD fund. There is no beginning balance in the CAD fund as the funds were lapsed and therefore need to be reappropriated. Our remaining balances are \$7.5M and \$2.57M respectively. There were no changes in the CAD fund report from last month. With regard to collections, we stand at 38.12% in the 9 cent fund and 33.04% in 6 cent fund. The monthly expenses report on the 911 Emergency Service Account was presented.
 - 2.1.1 **Motion - Approval of Financial Report** – It was moved by **Karl Kuehn**, and seconded by **Shelley Peterson**, *“that the Financial Report be approved.”* The motion carried by a unanimous vote.
3. **Grant Applications**
 - 3.1 **Rich County Network Reimbursement – Emily Weston** presented a grant application for approval in the amount of \$56,738.27 for network fees and UPS maintenance costs. After extension discussion, it was agreed to recommend the approval of the network portion of the application (\$49,793.27) and defer the UPS maintenance costs (\$6,945.00) for further consideration pending the outcome of the recommendations of the State Auditor’s report and the pending Performance Audit.
 - 3.1.1 **Motion** - It was moved by **Shelley Peterson**, and seconded by **Regina Nelson**, *“that the Rich County network costs in the amount of \$49,793.27 be recommended for approval.”* The motion carried by a unanimous vote.
4. **Committee Business**
 - 4.1 **FirstNet Update – Gordy Coles** was unavailable.
 - 4.2 **UCA Update – Scott** updated the group on the status of the vendor proposals for the pending Performance Audit. He reported that at the last UCA meeting, there was discussion about the proposals. The UCA then entered into an Executive Session, and further discussion occurred. It was decided that there was a need to get more information from the top two proposers, and certain aspects of their respective proposals required clarification. In addition, and request for a Best and Final Offer (BAFO) was sent to each of the proposers. The results of the BAFO submissions as well as the amended scopes of work have been considered, and the plan is to submit a recommendation for the selection of the top vendor to the vendor review sub-committee that was appointed by the UCA. This sub-committee, whose members do not have any direct PSAP involvement, will oversee the execution of the contract in conjunction with the new project manager (Shawn Messinger). It is expected that the recommendation of the top vendor will be made to the UCA at their meeting scheduled to be held January 5th, 2016. Once the UCA approves the vendor, a contract will be issued and the unsuccessful vendors informed accordingly.
 - 4.3 **Office of the Utah Legislative Auditor General – 911 Audit Update – Jake Dinsdale** reported that this is a pre-legislation session report that is looking at how 911 monies is being spent across the state. They are looking at the three funds from a high level perspective and as such, have been attending 911 meetings, reviewing grant application documentation, listening to audio recordings, looking at ECATS data, statutes, and also having conversations with those involved in the various administrative processes. He reported that there is not much time to prepare the report. He also reported that they have observed differing opinions on how money should be spent, and asked those present what purpose do the grants from the 9 cent fund serve? **Karl** responded that this is a difficult question to answer as so many things have

changed in recent years such as the migration away from funding disparate systems. He went on to comment that NG911 has changed the landscape of what we have traditionally done over the years, and the current legislation that governs 911 is out of date and needs to be changed. **Regina** commented that Tooele would not be able to operation without the funding received from the 61 cent fund and the support from the 9 cent fund via the 911 Committee. Shelley reflected Tooele's sentiments and commented that the technology upgrades ensure that issues like caller location are addressed statewide. **Justin** commented that with all the changes and expectations from the public, we are trying to hit a moving target with the technology. Issues such as texting to 911 are a must and a Committee such as ours is in the position to address this and other major issues that are coming. **Kathy Quarnberg** commented that the rural PSAPs throughout the state could not survive without financial support for their telephone systems and related operations, and that one size does not fit all when comparing rural to urban operations. **Scott** observed that the funding debates occur not so much with the funding of telephone systems, but with all the other issues that come along knowing that there will never be enough money to fund everyone's wants and needs. In addition, it becomes financially onerous to meet the expectations of the legislators to have emergency response systems become more integrated. He expressed his hope that the auditors will help the legislature understand that there is a tremendous need out there, and that the Committee at times struggles with not being able to fund things that are really great ideas and enhancements that if applied statewide would be impossible to fund. He also reiterated that fact that some rural areas get inundated with seasonal visitors overwhelming the local PSAPs. **Deb** and **Melanie** pretty much agreed with all the previous comments and reiterated the fact that without the current arrangement, PSAPs would be forced to do their own thing resulting in some of the service delivery issues observed in other less organized states. PSAPs in Utah make every effort to deliver the highest level of service statewide, and we need clear funding mandates in order to carry this mission out. **Max Iwaniec** commented that when they talk to their peers in other states, it is evident that they are experiencing the same issues. The difference is that Utah is so much further ahead in how we have been doing things and that this can be attributed to how the Committee has been functioning successfully over the years. Unlike other states, PSAPs cooperate with each other and share information. He also commented that when he is approached by his peers in other states as to how things are done in Utah, he states that our success here is directly attributed to the 911 Committee. **Justin** commented that there was a state audit of 911 done in 1999, and asked that this be forwarded to all committee members for review and comparison to what is happening now. In addition, there was discussion on making the results of the audit part of the next PSAP summit which is being planned for Spring of 2016.

- 4.4 Statewide Wireless 911 Call Routing Analysis – Shawn** reported that this effort is long overdue and necessary to ensure that wireless 911 calls are being routed to the appropriate PSAP, and thereby minimizing the number of 911 call transfers. This will require the collection of routing tables for every PSAP as well as location and characteristics of each wireless tower installation and the tower sectors. AGRC has agreed to work with us to plot the location of towers and the current routing of calls. Karl requested that this info be shared with the PSAPs so that they can also be in the loop with regard to changes in how calls are routed. Initial discussions with Intrado and T-Mobile have been very positive in the obtaining of the routing tables.
- 4.5 FCC/Colorado University Boulder Public Safety & Telecommunications Cybersecurity Summit - Shawn** reported that he had attended this event on Monday, December 7th in Denver. This event was organized by the FCC in cooperation with the University and the focus was on cybersecurity issues as they relate to NG911. It was attended by private and public telecommunications organizations engaged in the provision and use of 911 products services. One issue is the adoption of the National Institute of Standards and Technology Special Publication 800-20 which is otherwise known as Modes of Operation Validation System for the Triple Data Encryption Algorithm (TMOVS). The advice given was that it is more cost-effective to do a complete restructure of your network infrastructure to the NIST 800-20 standard rather than try to apply it piecemeal to what you already have in place. Another issue discussed was how the approach to network security has changed – where we used to think of external attacks

and having firewall protection in place from outside sources, things are now being approached from both outside and inside threats – thinking wrappers around smaller data sets – makes it easier to quarantine and prevent it from getting into other data sets. There was also discussion about the formation of cyber-swat teams that could be deployed to expertly deal with breaches of security as most IT personnel are not experts in this area and are not well equipped to deal with such matters. With regard to attachments that may be sent along with a text-to-911 message, the discussion was that there should be some method of stripping off the MMS attachments and placing them in a quarantined environment until they can be reviewed, sanitized or reformatted as necessary to remove any potential threats. There also was a recommendation to have states and local entities create legislation and standards for cybersecurity related issues for ESInets. In other words, PSAPs should have to meet some security criteria before they can connect to the ESInet. There should also be mandatory reporting of attempted cyber-attacks or actual breaches of security. Future RFP's should also require elements of cybersecurity included in the appropriate technical spec. Lastly, there was some discussion on counter-strikes against threats outside the USA which technically is illegal and not that effective.

4.6 PSAP Summit Follow-Up - Shawn gave a brief recap of the results of his survey monkey wherein he reached out to the Summit participants on how it all went and where we could improve. He has sent out 32 surveys and so far we have about nine responses, and intends to send out another tickler in this regard.

5. Round Table

5.1 Justin reported that two weeks ago they installed the new ECaTS upgrade patch on their CPE that allows them to poll and gather agent data. He encourages everyone to get hold of CenturyLink to get the upgrade scheduled. He also reminded everyone that next month will be his last meeting as Chair and that Karl will be taking over. Therefore, we will need to choose a vice-chair so keep that in mind.

5.2 Regina Nelson again thanked Utah Valley for their awesome support during the recent fiber cut. She also raised the issue of Proxy voting – unfortunately due to the manner in which the Committee is established, Proxy voting is not recognized.

5.3 Shelley Peterson reported that they are in the process of getting their mapping system installed.

5.4 Shawn reported that Britni Brozo, Penna Powers, has submitted the final proofs for the Text-to-911 public education program. These materials are intended to be used by PSAPs and include brochures and a pop-up banner stand.

6. Public Comment

6.1 Max Iwaniec reported that they have been in discussions with some of the rural PSAPs regarding moving forward on their transition to the ESInet. It was suggested that he prepare a list of PSAP cutover dates and forward that to **Eric** and **Shawn** for review.

6.2 Guy Dansie & Raoul Garcia provided an update to the Committee on the latest effort to audit PSAPs concerning EMD. A draft Dispatch Agency Review form was submitted for comment. **Raoul** went on to describe how the inspection/audit program is working, and the relevance of the form a part of the process. He indicated that they realized that they needed to beef up their program when it came to EMD and a lot of the ideas came from the EMD working group that has been working with the Bureau over the past few years. The form was developed in conjunction with the suggestions of the working group as well as their Rules. They continue to seek feedback on the form and want to continue to work with us and the PSAPs in this regard. **Eric** to coordinate any feedback from the Committee. Shawn identified a duplication of process with regard to background checks. It seemed redundant to have two different entities (POST & BEMS) doing the same telecommunicator background check at additional cost to the PSAPs. **Guy** agreed that this seems like a duplication of cost and effort. **Karl** commented that his agency currently does four background checks – the initial field investigation, BCI, POST, and BEMS, and that they are essentially the exact same thing. The latter three checks are being

done by PSAPs statewide. **Karl** agreed to help the Bureau with this process. **Guy** also commented that they are setting up a peer-review board for minor misdemeanor transgressions. He also commented that there has been concern on the feedback provided from the inspectors and that they are wanting to improve this process by having the inspectors provide more in-depth feedback when doing the PSAP inspections. **Karl** agreed that it would be of benefit if the inspectors approached the inspections more from an “expert” resource perspective. He cited the example of the inspectors coaching the smaller PSAPs in their QA/QI processes. **Guy** also commented that this would help some of the rural PSAPs such as Rich and Emery Counties that are just getting by with their EMD program. Another idea is to partner the stronger PSAPs with the ones that are struggling in a peer-to-peer relationship. Another issue that was raised was the shortness of notice as to when the PSAPs are going to be inspected. **Guy** to follow up with his inspectors to schedule meetings well in advance of the inspection. Everyone agreed that the objective is for all PSAPs to be meeting the baseline requirements and also be encouraged to rise to a higher standard of quality of service where needed. **Guy** also reported on the progress of some of the PSAPs that they have been working with (Rich, Emery, Juab, Garfield, San Juan), and that the Bureau has been in discussion with Dr. Jeff Clawson at Priority Dispatch to develop a baseline EMD protocol that could be used by the rural PSAPs. The Bureau is in the process of hiring an expert in EMD to support the PSAPs, and that all PSAPs are showing signs of improvement. Another issue is the affordability of a protocol system, and it was pointed out that the Committee does have a budget to help out in this regard.

7. **Motion to Adjourn** - A motion to adjourn the meeting was made at 14:40 MST by **Shelley Peterson**, seconded by **Karl Kuehn**. The motion carried by a unanimous vote.

8. **Next Scheduled Regular Meeting:** Tuesday, January 19th, 2015, @1300 MST, Valley Emergency Communications Center, 5360 S Ridge Village Drive, West Valley City, Utah 84118-4100