

**The Meeting of the Utah Communications Authority's PSAP Advisory Committee
Wednesday, September 1, 2021 10:00 A.M.
Meeting Location: Telephone Conference Bridge**

Meeting Minutes

1. WELCOME

Meeting was called to order at 10:00 hours by Chairman Kevin Rose

2. ROLL CALL – PSAP ADVISORY COMMITTEE MEMBERS

Shelley Peterson-Present

Justin Grenier-Present

Karl Kuehn-Excused

Beth Todd-Present

Jack Walkenhorst-Present

Alicia Gleave-Present

Kevin Rose-Present

Travis Trotta-Excused

Neil Johnson-Present as Public Member –Committee Membership Pending
Reappointment from UCA Executive Committee

**3. MOTION TO ACCEPT MINUTES FROM JULY 21, 2021 PSAP ADVISORY
BOARD MEETING**

Motion: Approve July 21, 2021 meeting minutes made by Jack Walkenhorst

Second: Justin Grenier

Vote: The motion passed with all in favor.

4. ESINET/CPE PROJECT UPDATE – MELANIE CRITTENDEN

Region 1 – Completed last Thursday. Greater Wasatch Multi-Node is moved over. That totals 121 positions out of the 264 in the state. There are bugs that are being worked through and we are happy with support team and field techs. Vesta router migration dates: Bountiful 9/21, Weber/Weber EOC 9/28, VECC 10/5, SLC911 10/12

Region 2 – Unfortunate delays with call handling implementation.

Lessons learned from training:

Very difficult to combine current VESTA users with those who have no experience with VESTA. VESTA trainers sent to Box Elder and Rich sites to complete the needed training.

Some login issues, difficult to have multiple PSAPs with multiple layouts and multiple logins on sight for the training. Delayed the training time that was allowed. Aware mapping video provided for that group of PSAPs to watch on that system. Working with the AGRC with recommendations that have come from Region 1 and Region 2.

Circuit problems are being worked through and problems are being completed. Rich was postponed from yesterday and Logan is due tomorrow, but that is still pending. Still waiting for Tooele. Trickle down affect, entire state project must be finished by 3/31/2021. We are asking for a good workable schedule for the entire state.

Cutovers: Rich TBD, Logan 9/1?, Tooele 9/7, Millard 9/14, Richfield 9/16, Sanpete 9/21, Price 9/23. Keeping the group apprised of any changes.

Next step: cut over to router 30-45 day after call handling cutover date. Rich 10/26, Logan 10/28, Box Elder 11/2 Tooele 11/4, Millard 11/9 Richfield 11/11, Sanpete 11/16, Price 11/18.

Region 3 – Admin and TTT next Tuesday-Thursday at Central Utah 911. Setting up training stations for that. All sites have one circuit installed, Central Utah has two. Training can take place on one circuit. Cutover dates: Central Utah 911 9/29, UVU 10/5, Springville 10/7, Orem 10/12, and Provo 10/18. Router cutovers: Central Utah 911 11/30, UVU 12/7, Springville 12/9, Orem 12/14, Provo 12/16.

Region 4 – Administrative training October 5-7 at the St. George PSAP. Cutover dates: Kane 10/26, Garfield 11/2, Beaver 11/9, Cedar 11/16, St. George 11/30. Router cutover dates: Kane 12/14, Garfield 12/16, Beaver 1/11, Cedar 1/13, St. George 1/18.

Region 5 – Nine PSAPs in this region. Administrative training on November 2-4 in Wasatch. Cutover dates: San Juan 12/7, Wasatch 12/9, Grand 12/14, Summit 12/16, Emery 1/4, Layton 1/6, Uintah 1/11, Clearfield 1/18, Davis 1/25. Router cutover dates: San Juan 2/1, Wasatch 2/3, Grand 2/8, Summit 2/10, Emery 2/15, Layton 2/17, Uintah 2/22, Clearfield 3/1, Davis 3/7. Current

timeline leaves under 30 days to finalize the project before the completion deadline, March 31, 2022.

5. 9-8-8 COMMISSION UPDATE – KEVIN ROSE

Pushing through. Meeting tomorrow discuss MCOT teams and funding. They are looking at needs based on population funding, which Kevin does not agree with. His suggestion will be to use the call volume from the PSAPs for a real world view and not just population.

7. R174-1 CONSOLE ALLOCATION FORMULA – KEVIN ROSE

Beth Todd, Formula Sub-Committee Member

Draft:

Principles:

- If two or more PSAPs physically consolidate into one PSAP, the new/consolidated PSAP is entitled to the total number of phone and radio consoles previously allocated to the consolidating PSAPs.
- If a PSAP is awarded a new phone console using the formula below, the PSAP shall be entitled to an equal number of radio consoles, if desired.
- If a PSAP or Region desires to establish a backup center with UCA provided phone and radio console equipment, the PSAP(s) will submit a proposal to UCA outlining the purposes, benefits, and costs of the backup center/location. UCA should establish criteria for full or partial funding of any backup equipment and incorporate such criteria into its strategic plan. Proposals would be evaluated by UCA's PSAP Advisory Committee, 911 Division, and Executive Director for a recommendation provided to the Board, with any award based on available funding and the overall best interests of the 9-1-1 system.

Formula for the New Phone Console:

- Step 1: Calculate the number of the available call taking consoles. Determine the number of consoles regularly staffed (>* hours per day) by radio dispatchers (excluding any dedicated call takers). Multiply the radio dispatcher total by .5, and subtract that number from the total number of phone consoles in the PSAP. This number is the PSAP's total available 9-1-1 call taking positions.
- Step 2: Using ECaTS' Staffing Forecast Module, determine the highest number of call takers needed using the following criteria: Date Range: Use the month with the highest hourly number in the previous 12 calendar months immediately preceding request. Call Type: 911 Calls Including Abandoned. Service Level: 90%. Time Goal: 15 Seconds.

- Step 3: If the highest hourly number of 9-1-1 call takers required from Step 2 exceeds the number of available 9-1-1 call taking positions determined in Step 1, the PSAP is entitled to one or more additional consoles.
- Step 4: Documentation of the formula calculations above will be provided to UCA using whatever form or statement UCA deems sufficient for its purposes.

Radio Dispatch Definition:

A position occupied by a dispatcher for more than 8 hours a day, whose primary duties include monitoring a police, fire, or EMS radio channel.

Additional Radio Console Needs:

If a Law Enforcement, Fire Department, or PSAP determines that the workload justifies an additional radio position for 8 or more hours a day for public/unit safety needs, and the PSAP does not have a spare radio position, the PSAP would qualify for an additional UCA funded radio console.

Kevin: Those with back up centers is a more challenging area. Virtual centers are becoming more of a reality. This can be subjective and how UCA can determine if the need and purpose.

Quin: I will need to review the proposal and be able to provide objective expectations. You cannot tie radio traffic explicitly to calls, but incoming 9-1-1 calls do increase radio traffic. The funding source will need reviewed also. The revenue is coming in, but costs are increasing and there needs to be a balance available.

Kevin: We will table this and have more time to review it and discuss with the PSAP Directors group. This needs to be approved in the Executive Board January 15, 2022. They are allowed 90 days to review the proposal, so an October meeting will be needed to be scheduled to finalize the proposal. We can discuss it with the PSAP Directors group at the next meeting on September 15, 2021 in Beaver.

This does not preclude any PSAP from buying consoles on their own. However, there needs to be some kind of objective measurements similar to those provided by ECATS.

Shelley: Can the PTT counts be used to determine the workload.

Alicia: That was discussed during the subcommittee meeting and there are so many VHF users still, which cannot be counted.

Beth: Additionally channels that are patched together due to staffing that would skew the talk time measurements.

8. REGIONAL CHANNELS

Need to discuss it as a PSAP group on September 15. Invite James and have the discussion. Will need to have a migration plan and moving over to the new system.

Beth: has reached out to all the PSAPs to request their 'call sign'. Still waiting for a few to respond back. That information can be included with the regional map.

Alicia: James needs to provide the definition and clarification of what these channels are for. They are not an additional OPS or mutual aid channel. They have a different purpose that we all need clarity on.

James: The only thing that will change is the number of interoperable channel that would increase the quantity of regional channels and event channels. This just needs to be done before the new system is pushed out so that all the programming is done correctly statewide. I would prefer to have more of them, because the system has grown and the event channels have not. Alicia's concern is splitting the sections for the Utah Highway Patrol and dissecting them.

Kevin: The regional channels are utilized by transient, moving incidents. All of the regional channels are available on every radio they need to have.

James: The regions do need to be set for those areas that interact with each other. However, the volume of traffic needs to be looked at to not overload the channel. I will plan to attend the PSAP Directors meeting on Sept 15.

NEXT MEETING

In depth discussion of Regions and Console Formulas - Oct 4 at 11:00

11. MOTION TO ADJOURN

Motion to adjourn: Justin Grenier