

**The Meeting of the Utah Communications Authority's PSAP Advisory Committee
Wednesday, October 4, 2021 11:00 A.M.
Meeting Location: Telephone Conference Bridge**

Meeting Minutes

1. WELCOME

Chairman Kevin Rose called meeting to order at 11:00 hours

2. ROLL CALL – PSAP ADVISORY COMMITTEE MEMBERS

Shelley Peterson-Present

Justin Grenier-Present

Karl Kuehn-Present

Beth Todd-Present

Jack Walkenhorst-Present

Alicia Gleave-Present

Kevin Rose-Present

Travis Trotta-Present

Neil Johnson-Absent

**3. MOTION TO ACCEPT MINUTES FROM SEPTEMBER 1, 2021 PSAP
ADVISORY BOARD MEETING**

Motion: Approve September 1, 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

Since our last meeting, there have been changes with the schedules for Regions
2 and 3.

Region 1 is completed: 117 positions in four PSAPs, 9 positions in two dispatch
centers.

Region 2 is completed: eight PSAPs with 38 positions

Region 3 – Central Utah 911 is completed with 19 positions cut over. As of today 174 of 264 PSAP positions installed. The remainder of Region 3, there are delays on circuits that are needed to allow Springville, Orem, Provo and UVU to connect.

Region 4 – Circuits are close to completion, except for St. George. St. George does have one close to completion and they will be hosting the training next week on October 13/14. Region 3 opted to have only ½ day admin training and a full day for train the trainer. There is currently no equipment at Cedar. Looking at moving install dates up for Beaver, Garfield and Kane.

Region 5 – Circuits are ordered. Training is scheduled for first part of November at the Wasatch County Sheriff's Office. There is a company moratorium for Motorola through Thanksgiving and Christmas.

Vesta router cutover has been postponed 6-8 weeks out. But will have some benefits for the state overall. All Regions will be introduced to 9-1-1 Data Masters. They will be handling the ALI and MSAG data. Currently working through Intrado/Lumen for these reports and this will all migrate over to 9-1-1 Data Masters. There are bugs there that need to be worked out. UCA is there to figure things out as we go.

5. P25 PROJECT UPDATE – QUIN STEPHENS

Finishing the summer work: 14 entry ports, 37-site equipment racks moved, installed 28 UPS units, 17 HVAC units, 8 generators, and 8 battery plants, and upgraded 7 solar arrays, 402 electrical outlets/breakers. Technicians are working 60-80 hours per week. Some crews sleeping on sites. It has been a sacrifice and commitment on their part. Remediation for this project is mostly completed. There are four solar sites left, but most have to be reached by helicopter.

Turning now to backhaul and creating links and mediums for dual cores. In addition to microwave, links there will be fiber as a second medium creating redundancy on the core pair. Migrating from T1 to Ethernet configuration at each site. L3 Harris is on schedule, if a little bit ahead. Project ongoing, goal is to have everything installed by next summer and the long migration into the fall.

6. 9-8-8 COMMISSION UPDATE – KEVIN ROSE

Work group was formed to look at MCOT staffing needs statewide. Looking to apply the same model from Weber to other areas in the state. The impact is to develop a recommendation for a protocol on when it would be appropriate to

transfer calls to the 9-8-8 crisis line. Additionally, recommended protocols for calls into 9-8-8 that need transferred into the PSAP. Justin is working to develop the criteria for the work group. The work group is looking for a rural PSAP representative. Alicia Gleave volunteered to become part of that work group representing rural PSAPs.

7. DISPATCH CENTER RADIO CONSOLE FEES – QUIN STEPHENS

Legislature amended the statute. 2017 the service fees went away from UCA, however in last legislative session 63-7h-404-3c allowed for UCA to charge a fee to a person other than a PSAP a fee to be connected to the public safety communications network. A core pair on the L3H system can handle 100 consoles. In the RFP, the vendors were made aware of the 30 PSAPs and the console counts.

The L3Harris response was originally a 3-core pair system. UCA did add a 4th core pair early on in the process. Three of the core pair is at 90% capacity. This system is primarily a public safety system with PSAPs receiving preference through the statute. We want to preserve the capacity on the system to allow the PSAPs to grow and expand as Utah grows. If a non-PSAP is going to add consoles to the system, they need to pay for the space they are utilizing. As things fill up, additional core pairs will be purchased to accommodate the consoles. A core pair can handle far more sites than it can consoles.

Equipment for a core pair, last time purchased, was \$290K. \$125K-\$150K additional for engineering, warranty, maintenance, installation, etc. Not included was the backhaul with dual mediums. In total over \$390K with the backhaul. Our proposal to the Board was to take the costs associated with the \$390K and divide that among the consoles that could fit on the core pair. That would create the one-time charge for a non-PSAP to connect a console to the core. This is with a L3H symphony console or a Motorola compatible console through a CSSI connection. If you are going to take up core space, it is \$3900 initial set up fee and continuing radio fee of \$26/month maintenance.

UCA has already expended money on the fourth core pair and will have to do the same with the fifth, etc. It is somewhat a UCA reimbursement model, having come out of pocket already to purchase and then recouping as people use the space so that the money is there when a new core pair is needed. Idea was presented to the Board and they asked for it to be presented to these groups and get the collective feedback and bring it back to them in November. There are a number of dispatch centers in the process of planning and purchasing consoles and wanting to know the costs associated with it.

Karl: That is a low amount, but future backhaul costs are concerning. Will that be substantial or is that something that UCA can absorb?

Quin: We can probably absorb it. There is possibility of co-locating a core pair. There is a significant amount of range mirroring. If we add another core pair, it would be where there is enough bandwidth and readily available fiber.

Kevin: How many consoles are there right now in dispatch centers?

Quin: I do not know the exact number. If everyone that has a console today brought it onto the system, three of the four pair would be at 90% capacity and the fourth would be at 60% capacity. Using deductive reasoning that is about 330 consoles on the system. We have capacity in the southern portion of the state, not the northern. We did plan for everyone that is on the system today with room for 10%. There are planned expansions for PSAPs and dispatch centers and they need to have room.

Justin: Can we add additional capacity in 10-15 years when we realize we do not have the room we need? It is difficult to go tell the dispatch centers that we are public safety and they need to leave because we are "more important".

Quin: We can add a 5th core pair and that is what the fee is meant to do, to provide the funding for when that day comes there is money there to provide that 5th core and capacity for the dispatch centers. Really, this is a protection for the PSAPs when they need to grow. The legislature has put a preference on the PSAPs. The bulk of the consoles are PSAPs, then dispatch centers. There are also console for public works, courthouses, etc. that are on the spectrum of public safety but they fall different from a PSAP.

Alicia: With that comment on the spectrum, dispatch centers are going to be more comparable of a workload as a PSAP, than the public works, etc. Is there a possibility to create a tiered system for them to come on? They are currently on the system, and in some cases were converted from a 'PSAP' to a 'dispatch center' but they are still secondary PSAPs. Whereas a public works console does not have any PSAP responsibilities. Can there be a tiered system?

Quin: Potentially. My understanding is there is a huge drop off from PSAPs to everyone else. You could tier it but there is so few in the third tier that it would not make a difference.

Alicia: So this charge is on the dispatch centers and not the tertiary users of the system.

Quin: They would all pay. But, yes, this is largely a charge for dispatch centers because they are the largest 'non-PSAP' group that is buying consoles. Universities, TOC, Life flight, Gold Cross. Those are the primary users. When it comes to public works, you can count them on one maybe two hands.

Alicia: Was there an oversight in the RFP that it was not planned big enough?

Quin: We planned big enough, we bought four. The issue is the legislature put together a public safety radio fund and then preferred the consoles for PSAPs, taking the initial 9-1-1 calls.

Trend over the past several years to put the funding there. There is enough and room for growth.

Kevin: This might spark the conversation for places to use a control station and not as a console.

Quin: I hope that does occur.

Justin: Will we be monitoring this as a committee or UCA Board. How close are we to capacity? At what point do we consider it?

Quin: Administrative rules provide that someone that would like to submit an application to be on our system, those applications will be available on our website probably in the next 24-hours, those applications the Board will recertify/reregister every 5 years with L3H. That will control false growth. Work closely with us and we will have space for you.

8. R174-1 CONSOLE ALLOCATION FORMULA – KARL KUEHN

Karl: Was there any feedback from any of the PSAPs on this formula?

Is there anything that needs to be adjusted? One item is there is a lack of a metric for the additional radio console needs and it was an arbitrary comment. This should probably be similar to agencies and that it is reasonable that an end user should directly purchase the console hardware and UCA would provide the connection service.

Quin: The administrative rule do allow for additional phone and radio purchase. It is our money and your request. It is need driven and not emotional. There cannot be some kind of arbitrary request.

Kevin: If you meet the formula of an additional telephone console, you are eligible to purchase a radio console.

Karl: Any concerns with striking the additional 'Radio Console Needs' and 'Radio Dispatch Definition paragraphs'.

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 (>8 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 PSAPs 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.~~

Motion to approve this formula, as modified without the radio definition and radio purchase, to be submitted to Melanie and the 9-1-1 Division.

Motion to approve: Justin Grenier

Second: Karl Kuehn

Vote: Unanimous

8. REGIONAL CHANNELS

Any concerns with the proposed region mapping?

Alicia: Concerned with Juab County being put in a regional channel with Utah and Summit County vs. their six-county region of governments.

Motion to approve the regional channels to the interoperability division/executive board: Karl Kuehn

Second: Shelly Peterson

Vote: Unanimous

NEXT MEETING

UCA Summit Virtual: Nov 17 at 9:00

11. MOTION TO ADJOURN

Motion to adjourn: Justin Grenier