

A night landscape photograph featuring a winding asphalt road that curves through a dark, forested valley. In the background, silhouetted mountains are visible under a deep blue night sky filled with stars and the prominent band of the Milky Way galaxy. The overall mood is serene and majestic.

UCA Annual Stakeholders' Meeting

911 DIVISION UPDATE

BY

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NOVEMBER 16, 2021



911 Update Agenda

WHO AND WHAT IS THE 911 DIVISION?

PERMITTED USES OF THE UNIFIED STATEWIDE EMERGENCY SERVICE ACCOUNT

NG911 PROJECT UPDATE

MORE 911 DUTIES

ADMINISTRATIVE RULES

FAQS FOR THE 911 DIVISION

FCC UPDATE

FEDERAL 911 OFFICE AND FEDERAL NG911 GRANT UPDATE



Who is the 911 Division??

911 Division Staff

22 Years in Public Safety Communications

- Uinta County SO-Evanston, WY: 1999-2000
- Summit County SO-Park City, UT: 2000 - 2016
- UCA 911 Division: 2016 to present

Participated on various Boards:

- Utah APCO Executive Board
- UCAN Board Member
- 911 Committee Member



Go Pokes!





What does the 911 Division do??

63H-7a-302. 911 Division duties and powers.

(1) The 911 Division shall:

(a) in conjunction with the PSAP advisory committee, develop and report to the director minimum standards and best practices: for PSAPs in the state, including minimal technical, administrative, fiscal, network, and operational standards for PSAPs and Dispatch Centers; and that will result in rapid, efficient, and interoperable 911 services throughout the state.

- The PSAP Advisory Committee has modified the minimum standards and best practices over the past year, based on the Legislative Audit recommendations. Those updates, approved by the UCA board, can be found on our website: www.uca911.org; under the 911 tab "Minimum Standards and Best Practices".

911 Division duties and powers

(1) The 911 Division shall:

(b) annually prepare and publish a report of how well PSAPs statewide are complying with the standards and best practices developed.

- A questionnaire is distributed to the PSAPs at the beginning of each year. The PSAPs must fill out the questionnaire and send back to the 911 Division. The results from those self-reporting questionnaires can be found on our website: www.uca911.org; under the 911 tab "911 Center Performance Report 2020"

911 Division duties and powers

(1) The 911 Division shall:

(c) Investigate and report to the director on emerging technology

(d) Monitor and coordinate the implementation of the unified statewide 911 emergency services network

- The 911 Division attends 2 National Association of State 911 Administrators (NASNA) conferences each year where we receive states updates on their NG911 process, technology and receive Federal updates as well. We also attend the annual NENA and APCO conferences where there are vendor shows to keep up to date on 911 technologies.



What funds UCAs 911 Division??

69-2-403. Unified Statewide 911 emergency service charge

Until June 30, 2019, UCA received 9 cents per month, per access line (1 cent per month, per access line goes directly to Utah Geospatial Resource Center (UGRC) for the purpose of mapping)

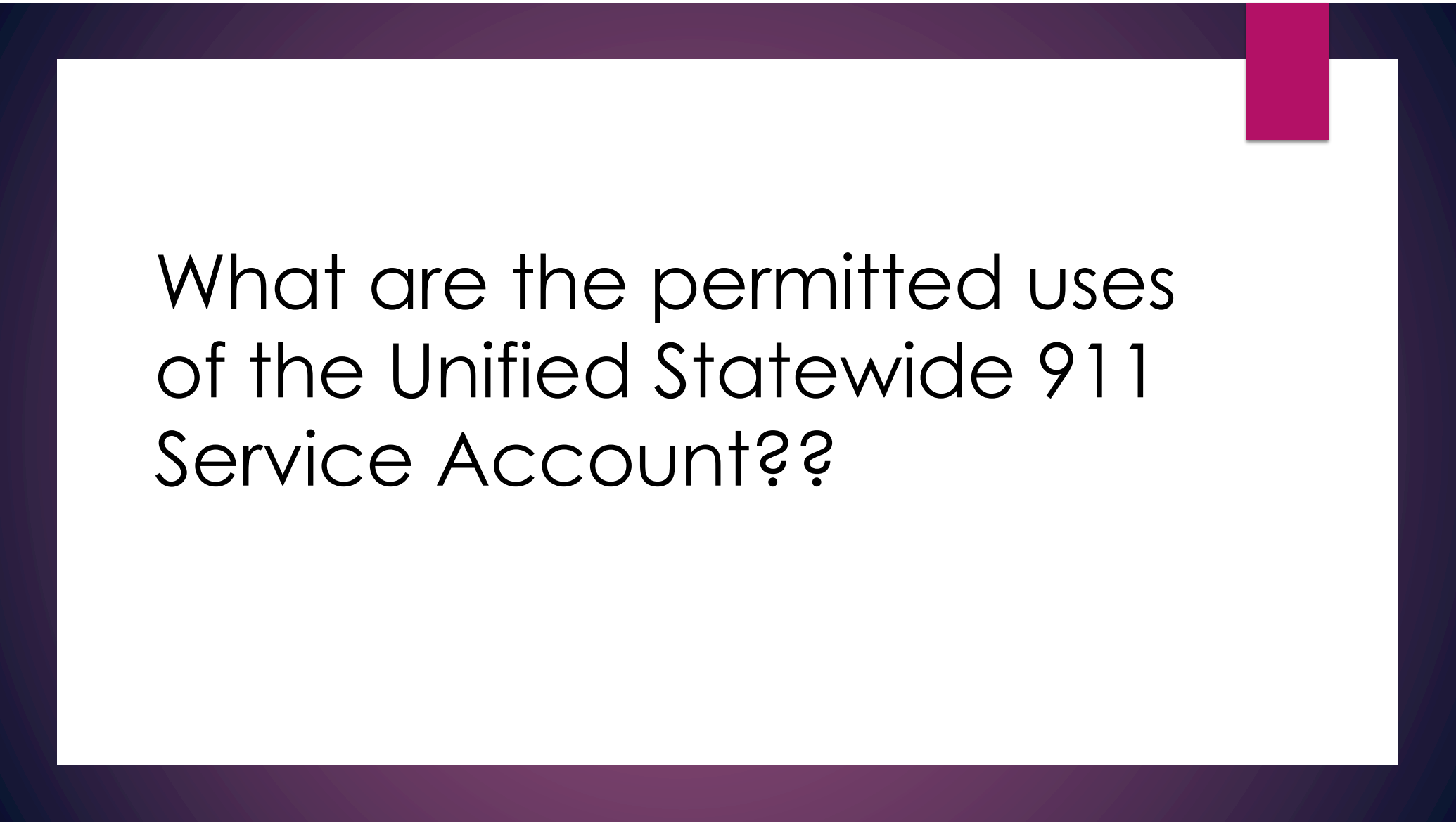
Since July 1, 2019, UCA receives 25 cents per month, per access line (1 cent per month, per access line goes directly to UGRC)

History lesson:

- UCA published 2 RFPs in early 2018, 1) for a statewide call handling system; 2) Statewide ESInet. Unforeseen circumstances forced us to cancel the RFP December 26, 2018.
- January 2019, UCA sent an email to all PSAPs notifying them that we could not afford to upgrade the entire NG911 system statewide, with the \$.09 fee received for 911, rather, UCA would pay for the infrastructure (ESInet). The PSAPs would have to purchase and maintain costs for the call handling equipment, connecting to the UCA ESInet.

Unified Statewide 911 emergency service charge

- Due to this concern, the PSAPs chose to rally together, and took this issue to the Utah Legislature in 2019, thus reflecting the increase to \$.25 per month, per access line. This UCA 911 fee would be used to pay for all costs associated with the i3 NG911 statewide solution: ESInet, network, maintenance, and end user equipment.
- UCA published a third RFP in 2019 for an end-to-end NG911 solution that all PSAPs and Dispatch Centers that chose to join, could join.
- April 2020 UCA awarded the winning vendor Vesta Solutions, a subsidiary of Motorola Solutions the statewide NG911 contract.

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What are the permitted uses
of the Unified Statewide 911
Service Account??

63H-7a-304. Unified Statewide 911 Emergency Service Account-Permitted Uses

- (2) (a)....the authority shall disburse funds in the 911 account for the purpose of enhancing and maintaining the statewide public safety communications network and 911 call processing equipment in order to rapidly, efficiently, effectively, and with greater interoperability deliver 911 services in the state.
- (b) In expending funds in the 911 account, the authority shall give higher priority to an expenditure that:
 - (i) best promotes statewide public safety
 - (ii) best promotes interoperability
 - (iii) impacts the largest service territory
 - (iv) impacts a densely populated area; or
 - (v) impacts an underserved area.

Unified Statewide 911 Emergency Service Account-Permitted Uses

(2) (c) The authority shall expend funds in the 911 account in accordance with the authority strategic plan

(d) the authority may not expend funds from the 911 account collected through the 911 emergency service charge on behalf of a PSAP that chooses not to participate in the:

(i) public safety communications network

(ii) the 911 emergency service defined in 69-2-102 (1) "911 emergency communication" means a direct 911 communication received by a public safety answering point. (2) "911 emergency service" means a unified statewide communication system that provides a user with direct access to a PSAP by dialing or accessing 911.

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NG911 Project Update

NG911- Coordination and Implementation

A large part of the 911 Division's past year has been NG911.

- Utah's PSAPs were split into 5 different regions, based upon their legacy multi-nodes in place or if they were stand-alone PSAPs (not connected to other PSAPs via shared 911 servers and network). This was done to migrate region by region to the new NG911 solution with a phased approach.
- 30 PSAPs and 3 Dispatch Centers will be connected to this statewide system upon completion.

NG911 Work done over past year

- Aware Map and UGRC calls to build a statewide 911 map for Vesta 911
- Kick Off Calls with each Region-introductions of the Vesta team
- Site Visits performed at each location
- PSAP and Dispatch Center designs drawn to approve or modify
- Demonstrations
- Weekly status calls to discuss outstanding action items, and project updates

NG911 Work done over past year

- Circuit orders performed for each PSAP and Dispatch Center
- Policy Routing discussions to identify PSAPs and Dispatch Centers back up resources
- Meetings about diverse circuits and paths into the PSAP or Dispatch Center
- Vesta 911 Training for Administrators- 2 Days; Train the Trainer- 1 Day
- Support calls for those PSAPs that have migrated to the new Vesta 911 system.
- Legal review of current contract and negotiations for contract amendments
- Work with bordering states PSAP, request for LOA for Vesta to contact their legacy 911 provider with a goal to seamlessly transfer 911 calls with ALL data to a disparate 911 systems.

NG911 Project Update (Region 1)

Region 1: SLC911, SLVECC, Weber Area 911, Bountiful PD

- Also included in region 1 was Salt Lake Communications DPS and the University of Utah Dispatch Centers
- Progress Report: All 4 PSAPs and 2 Dispatch Centers are connected to the UCA statewide Call Handling Vesta 911 system. This equates to 126 of the 274 total positions (46%), for this region.

NG911 Project Update (Region 2)

Region Two: Rich County, Logan Communications, Box Elder Communications (DPS), Tooele County, Millard County, Sanpete County, Richfield Communications (DPS), and Price Communications (DPS). These PSAPs were all stand alone, or not connected to other PSAPs.

- Box Elder Communications (DPS), Millard County, Sanpete County, and Rich County were the last 4 PSAPs to be Text to 911 Ready. All of Utah PSAPs are now T2911 capable, this is contingent on those PSAPs completing their outreach to the cell phone carriers to activate this feature in their jurisdictions.
- Progress Report: All 8 PSAPs are connected to the UCA statewide Call Handling Vesta 911 system. This equates to 38 of the 274 total positions (10%) for this region.

NG911 Project Update (Region 3)

Region 3: Central Utah 911 (CU911), Provo Police, Orem Police, Springville Police, and UVU Dispatch.

- Significant delays in this region due to circuits!
- Progress Report: 3 out of the 4 PSAPs/1 Dispatch Center is complete and connected to the UCA statewide Call Handling Vesta 911 system: CU911, Provo, and Orem (as of 7:14 this morning). We have the Springville PD PSAP and UVU Dispatch left in this region. Circuit work is still being done. We expect to cut them over the last week of November. This Region equates to 40 positions. 13% of the 274 total positions are complete on the call handling side, for this region.

NG911 Project Update (Region 4)

Region 4: Beaver County, Garfield County, Kane County, Cedar Communications (DPS), St. George Communications.

- Cedar and St. George have delays, due to a shortage of switches and routers!
- Progress Report: 3 out of the 5 PSAPs is complete and connected to the UCA statewide Call Handling Vesta 911 system: Beaver County, Garfield County, and Kane County. Cedar Communications (DPS) and St. George Communications are left in this region. We expect an order of switches NOV. 22, in Illinois, what we don't know is how many switches will arrive. Shipping has also caused delays in this project. We are waiting to hear more on the router shortage. This Region equates to 30 positions. 3% of the 274 total positions are complete on the call handling side for this region.

NG911 Project Update (Region 5)

Region 5: Davis County, Layton City PD, Clearfield City PD, Uintah Basin Communications (DPS), Summit County, Wasatch County, Emery County, Grand County and San Juan County.

- The switch and router shortage is impacting this region entirely
- Progress Report: All 9 of these PSAPs need to cut over to the UCA Vesta 911 Call Handling system. 0% of these PSAPs are complete.

Overall Status of NG911 Call Handling Implementation

As of today, Utah is 75% complete with PSAPs migrating to the Vesta 911 statewide call handling system:

- 198 of the 263 PSAP positions are migrated to Vesta 911
- 18 of the 30 PSAPs
- 12 PSAPs are left (65 positions)-locations of the remaining PSAPs will offer difficulties: from Layton to Monticello to Vernal back to St George and Utah County.

Next step: Vesta Router

The Vesta Router migration is the final step to the NG911 contract. Each PSAP must be on the new Vesta 911 call handling statewide system, and thorough testing end to end must be completed. There have been significant delays caused by our legacy 911 provider. Luckily for us, Motorola and the legacy 911 provider now have a transition plan in place. Unfortunately, these issues have put this project significantly behind schedule.

- Progress Report: End to end testing of the routers is being performed this week and has been for several weeks. Soon to follow the final acceptance testing completion, the PSAPs will start to migrate, PSAP by PSAP, to the NG911 i3 Vesta Router.

Concerns with the project

UCAs statewide contract for 911 services expired March 31, 2021. As a part of the terms in that contract, we have locked in pricing for an additional year. This NG911 project must be completed, end to end, by March 31, 2022.


- Switches and Routers shortage
- Shipping delays
- Less than 5 months to complete 12 PSAPs (65 positions) and 1 Dispatch Center (2 positions) migrations to Vesta 911.
- Less than 5 months to complete all 30 PSAPs and 3 Dispatch Centers migration from the legacy 911 infrastructure to the NG911 i3 ESInet and NG Core Services.

Hurdles to overcome in this project

- COVID 19- is always a concern in this project. The need to keep everyone healthy and able to work, is a necessity.
- Delays caused by the Utah legacy 911 provider.
- Shortages in switches and routers.
- Technology vendors moratoriums'
- Transitional phase between the legacy environment and the NG911 i3 environment.
- LESS THAN 5 MONTHS LEFT TO GET THIS ALL DONE

What's been done to overcome hurdles?

- The Motorola Call handling team and I cut over 3 PSAPs in a week for Region 2. This was done two weeks in a row to complete 6 PSAP cut overs.
- Policy in place to wear masks while on site at any PSAP or Dispatch Center.
- Contract amendment negotiating credits each time a cut over deadline isn't met. Our legal team has been crucial to this project and holding Vesta Solutions accountable.
- Motorola assigned more personnel to the project to keep everything progressing.



PSAPs Impact-Schedule issues

THANK YOU to all the PSAPs, for their patience and support in this project. The questions, concerns, ideas that have been offered to the project has helped us grow and progress.

UCA knows how difficult this project has been on schedules, expectations, all of it.

It's been very rewarding traveling the state to each PSAP, learning their operations as well as their challenges.

THANK YOU!!

More 911 Duties

What else have we been doing?

- Reported the PSAP 3-year call volume data to the State Tax Commission
- Reported Utah's Annual Collection of Information Related to the Collections and Use of 911 and E911 Fees to the FCC, on behalf of Governor Cox for 2020
- Reported quarterly and annual reports to the Federal 911 Office for Utah's Federal 911 Grant for NG9-1-1
- Participated in UCAs annual audit
- Processed requests for PSAP reimbursements
- Worked with ECaTS to make a new report for PSAPs

63-H-7a-304.5 Distributions from 911 account to qualifying PSAPs.

Effective May 12, 2020: PSAPs can apply for the proportionate funds:

(2) (a) To qualify for a proportionate share of remaining funds, a PSAP shall, for the period for which remaining funds are sought:

(i) Have answered:

(A) 90% of all 911 calls arriving at the PSAP within 15 seconds; and

(B) 95% of all 911 calls arriving at the PSAP within 20 seconds;

(ii) have adopted and be using the statewide CAD-to-CAD call handling and 911 call transfer protocol adopted by the board under 63H-7a-204(17);

(iii) have participated in the authority's annual interoperability exercise; and

(iv) have complied with the required transfer rate

Required Transfer Rate

63H-7a-304.5(1)

(f) “Required transfer rate” means:

- (i) a transfer rate of no more than 2 %; or
- (ii) for a PSAP with a transfer rate for the fiscal year ending June 30, 2020 that is greater than 2%, and until June 30, 2023, the transfer rate that meets the requirement for the application period under Subsection 69-2-204(3)(a),(b),or (c).

(g) “Transfer rate” means the same as that term as defined in Section 69-2-204 (Transfer rate means the percentage of 911 calls that are: (i) received by a PSAP and (ii) transferred to another location in the state.

69-2-203. Audit of public safety answering points within a county -- Reports -- Consequence of failure to comply.

Effective 5/12/2020

(1) A county that by June 30, 2024 has not achieved a transfer rate as defined of 2% or less shall:

a) utilize a qualified third party to conduct an audit of each PSAP with the county

b) require the audit to be completed no later than January 1, 2025

(5) A PSAP in a county that fails to comply with the requirements of this section does not qualify for a distribution of funds under 63H-7a-304.5



Distributions from 911 account to qualifying PSAPs

A PSAP that seeks a proportionate share of remaining funds shall submit a certified statement to the authority no later than July 31 following the end of the fiscal year for which remaining funds are sought.

A qualifying PSAP in a county with multiple PSAPs does not qualify for a proportionate share of remaining funds for a period beginning after June 30, 2023, unless every PSAP in that county is a qualifying PSAP.

- Progress report: 20 out of the 30 PSAPs qualified for the proportionate funds for FY22, totaling: \$1,539,722.91 in PSAP disbursements.

Text to 911 Payments for PSAPs

- January 2018, the UCA Board approved for the 911 Division to receive the T2911 invoices on behalf of the PSAPs. The purpose of this was to pay the annual bill directly, rather than the PSAPs pay and ask for reimbursement from UCA.
- The issue that we have is once a PSAP cuts over to the new system, UCA picks up the T2911 billing on the new system and pays Intrado directly for each PSAP. The Board has approved for the 911 Division to pay for the legacy T2911 up to the day of cut over to the NG911 system.
- Each PSAP should be reviewing their contract status and looking into terms and conditions for termination, if needed.



Administrative Rules

R174-1-306-Change in Allocation of Call Taking Positions to Participating PSAPs

(1) The Authority will allocate to a participating PSAP or remove from a participating PSAP Call-Taking Positions based on a formula adopted by the Board through the following process:

(a) On or before January 15, 2022, the Board will schedule a meeting to consider adoption of a formula recommended by the Executive Director.

(b) Not less than 90 days prior to the Board meeting, the PSAP Advisory Committee will make a recommendation to the 911 Division of a proposed formula.

(c) Not less than 60 days prior to the Board meeting, after considering the proposal from the PSAP Advisory Committee, the 911 Division will make a recommendation to the Executive Director of a proposed formula.

(d) Not less than 30 days prior to the Board meeting, after considering the proposal from the PSAP Advisory Committee, 911 Division, and any other person or persons the Executive Director deems necessary or desirable, the Executive Director will make a recommendation to the Board of a proposed formula.

Status on R174-1-306

- The PSAP Advisory committee recommended to the 911 Division a proposed formula on October 4, 2021 (within the 90 days required)
- The 911 Division considered the PSAP Advisory Committees proposed formula, and made a recommendation to Director Edmunds on November 12, 2021 (within the 60 days required)



FAQs for the 911 Division

What are permitted uses of the COVID money disbursed to PSAPs by UCA in 2020?

When Utah was shut down for COVID-19, UCA, upon Board Approval, disbursed funds from the Unified Statewide 911 Emergency Service Account to the PSAPs in an effort to assist them through that difficult time. Some PSAPs may or may not have some of those funds still available. Some PSAPs have asked what the permitted uses of those funds are.

That can be found under 63H-7a-304. Must also have a direct relationship to Covid.

What are permitted uses of the 911 Emergency Service Account?

Each PSAP receives a \$.71 emergency service fee based upon the 3 year average call volume report issued to the Utah State Tax Commission every January for the past 3 years, (this information is pulled from ECaTS).

69-2-301 Public Safety Answering Point-911 Emergency Service Account-permitted uses of funds.

(1) A PSAP shall maintain in a separate emergency telecommunications service fund and funds dispersed to PSAP from the Commission under 69-2-302, from proceeds of the 911 emergency services charge levied under 69-2-402.

69-2-301 Public Safety Answering Point-911 Emergency Service Account-permitted uses of funds.

(2) A PSAP may expend the money in the emergency telecommunications service fund described in subsection (1) to pay the costs of

(a) establishing, installing, maintaining, and operating a 911 emergency service system

(b) receiving and processing emergency communications from the 911 system or other communications or requests for emergency services

(c) integrating a 911 emergency service system into an established PSAP including contracting with an access line provider or a vendor of appropriate terminal equipment as necessary to implement the 911 emergency services

69-2-301 Public Safety Answering Point-911 Emergency Service Account-permitted uses of funds.

(2)(d) indirect costs associated with the maintaining and operating of a 911 emergency service system.

(3) A PSAP may expend revenue derived from the emergency telecommunications service fund described in subsection (1) for personnel costs associated with receiving and processing communications and deploying emergency response resources

(4) Any unexpended funds at the end of the fiscal year in a PSAP's emergency service fund, does not lapse.



FCC

Federal Communications
Commission

FCC

- Net 911 Act of 2008 required that FCC report to Congress annually regarding the collection and expenditure of fees or charges established by states in connection with 911 services.
- Each year a letter is sent to each states Governor around April with a due date of the end of June.
- 911 Division also gets a copy of this letter and reports back with the required answers.
- Report includes state-by-state data on 911 call volumes, number of PSAPs, 911 expenditure categories, implementation of Next Generation 911, and 911 cybersecurity expenditures.
- Some data can be taken from ECaTS, other data is requested from PSAPs.

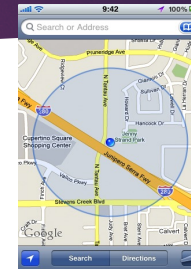
Wireless E911-Horizontal Accuracy Requirements

Wireless carriers must provide:

- x/y location within 50 meters, OR
- Dispatchable Location (civic address, floor level, room/office/apartment number) for the following percentages of wireless 911 calls:

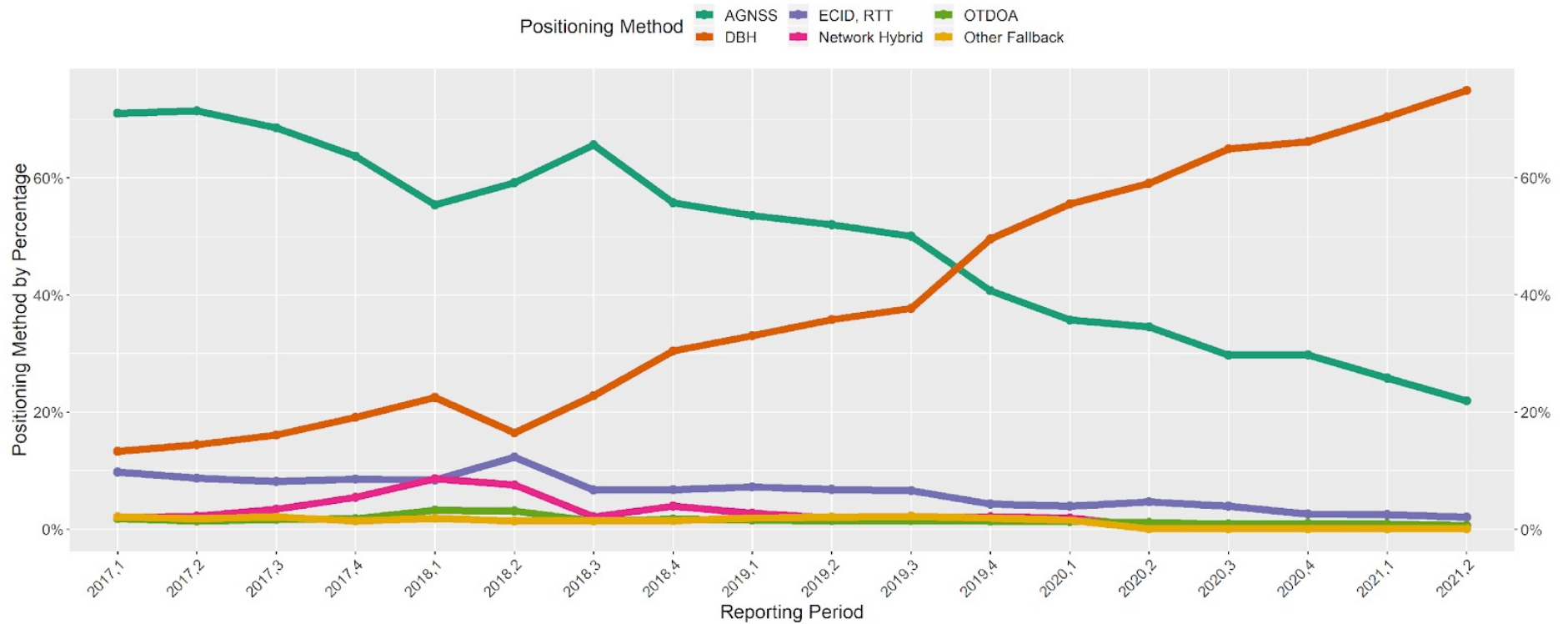
Date	Requirement
2017	40 percent of all wireless 911 calls
2018	50 percent of all wireless 911 calls
2020	70 percent of all wireless 911 calls
2021	80 percent of all wireless 911 calls

Summary of Wireless E911 Location Accuracy Requirements: <https://www.fcc.gov/public-safety-and-homeland-security/policy-and-licensing-division/911-services/general/location-accuracy-indoor-benchmarks>



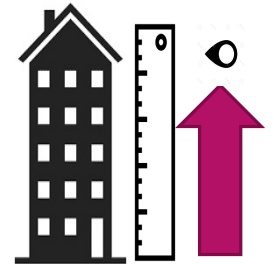
911 Live Call Data

Aggregate Wireless 911 Calls by Positioning Method
(Q1 2017 to Q2 2021)



FCC Wireless E911 Vertical Accuracy Requirements

Date	Requirement
April 2021	First vertical accuracy benchmark: Nationwide carriers must deploy either (1) Dispatchable Location or (2) Z-Axis technology validated by testing to support +/-3 meter accuracy for 80% of calls •Deployment required in the <u>top 25</u> Cellular Market Areas (CMAs) (80% of CMA population or 80% of CMA buildings taller than 3 stories) •June 2021: AT&T, T-Mobile, and Verizon did not meet the April 2021 deadline and entered into Consent Decrees with new requirements.
April 2023	Second vertical accuracy benchmark: Nationwide carriers must meet vertical accuracy requirements (using DL or Z-Axis w/3-meter accuracy) in the <u>top 50</u> CMAs.
April 2025	Nationwide vertical accuracy benchmark: Nationwide carriers must meet vertical accuracy requirements (using DL or Z-Axis w/3-meter accuracy) nationwide
Non-nationwide carriers have one additional year (i.e., until 2022, 2024, 2026) to meet the above requirements	



Z-Axis Consent Decrees

- Enforcement Bureau Orders and Consent Decrees are available at <https://www.fcc.gov/document/fcc-secures-911-vertical-location-commitments-wireless-carriers>.
- Consent Decrees require AT&T, T-Mobile, and Verizon to each pay a \$100,000 settlement amount and to meet new compliance conditions.
- June 10, 2021: Carriers must deliver available Z-axis location data nationwide to ALL databases to which they deliver horizontal location information.
- July 6, 2021: Carriers must complete initial round of Z-axis testing in one market.
- August 17, 2021: Carriers must complete additional Z-axis testing in two markets.
- September 1, 2021: Each carrier must report (1) July and August test results, (2) status of dispatchable location, and (3) availability of Z-axis capable devices.
- November 30, 2021: After consultation with public safety, carriers must submit proposal for PSAP education campaign on availability and delivery of Z-axis information.
- April 3, 2022: Carriers must comply with the vertical location requirements that would have been applicable to them on April 3, 2021.

RAY BAUM'S Act – Section 506

FCC Dispatchable Location Requirements

- In August 2019, FCC implemented Section 506 of RAY BAUM'S Act by adopting dispatchable location requirements for 911 calls from the following services:
 - MLTS subject to Kari's Law
 - Fixed Telephony
 - Interconnected Voice over Internet Protocol (VoIP)
 - Internet-based Telecommunications Relay Services (TRS)
 - Mobile Text
- Summary of regulations is available at <https://www.fcc.gov/911-dispatchable-location>.

RAY BAUM'S Act – Section 506

FCC Dispatchable Location Requirements

➤ 911 Calls From Fixed Devices –Including VOiP and MLTS, not just land-line

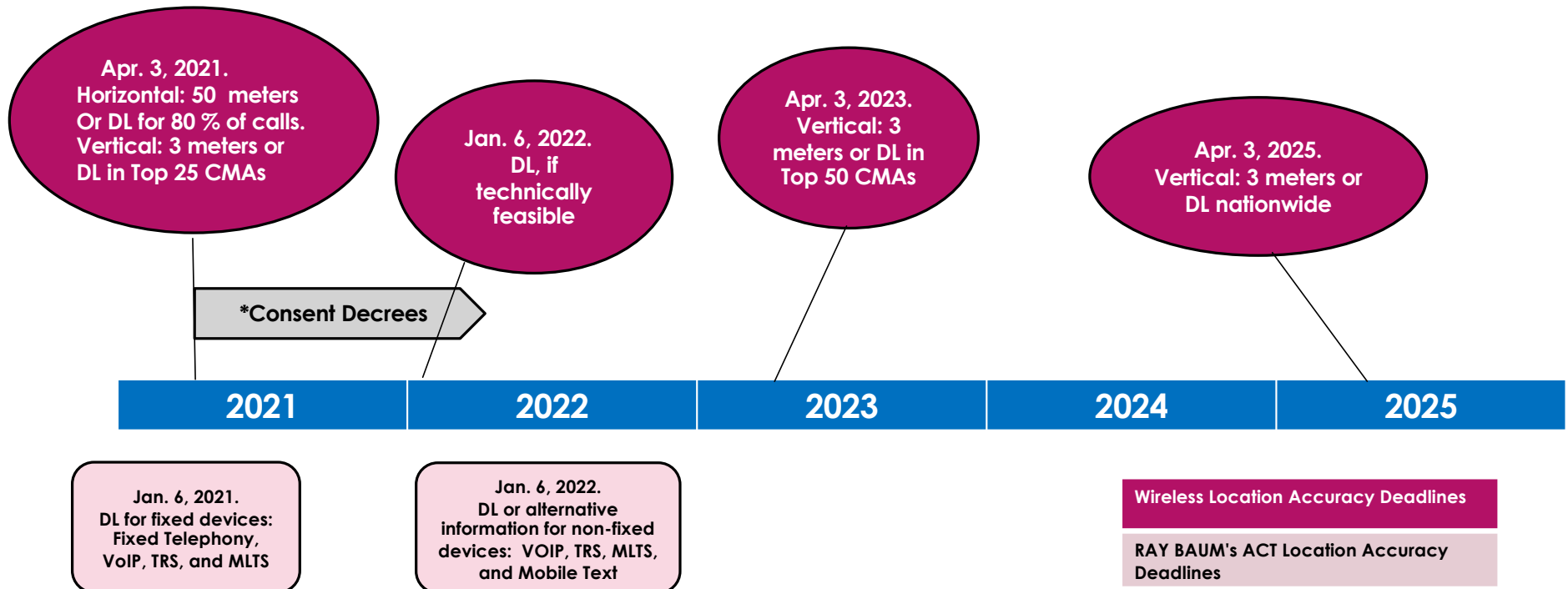
- Must provide automated dispatchable location for all 911 calls.
- Compliance deadline: **January 6, 2021** (one year from rule's effective date).

➤ 911 Calls From Non-fixed (Mobile or Nomadic) Devices

- Must provide automated dispatchable location for individual 911 calls if technically feasible.
- If not technically feasible, must provide other actionable location information, e.g., coordinate-based information, with the call.
- Compliance deadline: **January 6, 2022** (two years from rule's effective date).
- Note: July 2020 Z-Axis Order applies same requirements and January 6, 2022 deadline to wireless carriers.



Wireless + RAY BAUM'S Act Location Accuracy Timeline



Federal 911 Office

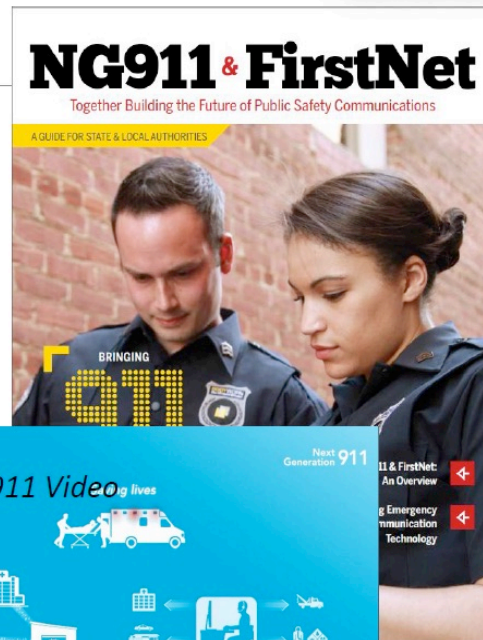
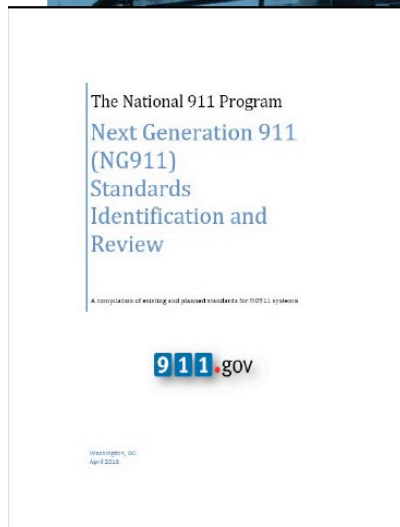
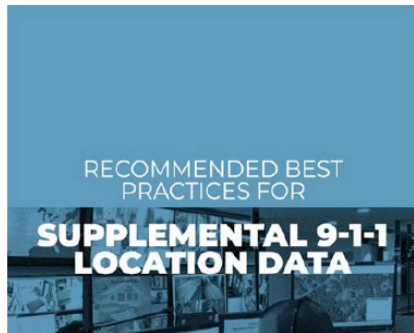
Federal 911 Office

- Created by Congress in 2004
- Part of the National Highway Traffic Safety Administration (NHTSA) and National Telecommunication and Information Administration (NTIA).
- Mission is to provide federal leadership and coordination in supporting and promoting optimal 911 services. The Federal “home” for 911 plays a critical role by coordinating federal efforts that support 911 services across the nation.
- Webinar- archived back to 2012
- Newsletter
- Documents & Tools
- This site shows each states 911 Administrators if you google: how can I get a copy of a 911 call?; how can I register my phone for 911.

Federal 9-1-1 Grant

- Utah awarded \$1.3 million
- This money can only be used towards upgrading to NG911 for PSAPs
- The grant is 60% FED; 40% UCA match
- Must be used by March 31, 2022
- Progress Report: UCA has completed 2 out of 3 milestones on this grant. UCA has received reimbursements in the amount of \$927,005.00 We have 1 milestone remaining and plan to complete by the due date listed above. There is a \$405,000.00 milestone to be completed, paid for, and reimbursed.

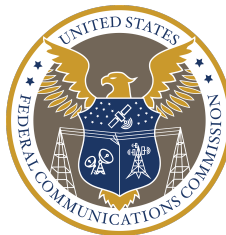
Resources on 911.gov




Resources



- www.uca911.org
- www.911.gov
- www.fcc.gov
- www.nasna911.org
- www.apcointl.org
- www.nena.org





THANK YOU!!

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