

**The Meeting of the Utah Communications Authority's PSAP Advisory Committee  
Tuesday, January 25, 2022 2:00 P.M.  
Meeting Location: Telephone Conference Bridge**

***Meeting Minutes***

**1. WELCOME**

Chairman Kevin Rose called meeting to order at 14:02 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-Present

**3. MOTION TO ACCEPT MINUTES FROM NOVEMBER 17, 2021 PSAP ADVISORY BOARD MEETING**

Type error that needs to be removed. Page 3 paragraph 5: remove 'it' and the end of the paragraph.

Motion to approve minutes after modification: Justin Grenier

Second: Jack Walkenhorst

Approved unanimously

**4. ESINET/CPE PROJECT UPDATE – MELANIE CRITTENDEN**

Note: Melanie was unable to attend and provided this written update.

NG911 Project Update: January 25, 2022 PSAP Advisory Committee Meeting

As of Thursday, January 13<sup>th</sup> 2022. Utah was 80% complete with the Hosted Call Handling installations. The PSAPs live on the same to date are as follows:

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

Region 2: Rich County, Logan Communications, Box Elder Communications (DPS), Tooele County, Sanpete County, Millard County, Richfield Communications (DPS) & Price Communications (DPS)

Region 3: CU911, Provo City, Orem City & Springville City

Region 4: Beaver County, Garfield County, Kane County, Cedar Communications (DPS) & *Pending*: St George Communications and EOC (16 positions)

Region 5: Summit County, Emery County, *Scheduled*: Wasatch County-scheduled for January 26<sup>th</sup> @ 10:00, Clearfield City-scheduled for February 1<sup>st</sup> @ 8:00 & *Pending*: Davis County (6 positions), Layton City (6 positions), Uintah Basin Communications (DPS) (6 positions), Grand County (2 positions) & San Juan County (2 positions)

Issues in Region 4 and Region 5 HCH installations: Circuits. We are waiting on circuits at every pending site right now.

Motorola cut PSAPs, currently live on the new Vesta 911 systems, over to Vesta Routers on Tuesday the 18<sup>th</sup> starting at 1000. This migration included moving each PSAP to the transitional layouts that directed them to the Vesta Routers and allowed the PSAPs to receive 911 calls from either the Lumen Selective Routers, or the Vesta Routers, depending on when the carriers were scheduled to migrate to Vesta. This conference bridge lasted until after 1800. During this duration of time, ALI migration took place for each PSAP, as well as validation of CAD for the PSAPs that had ALI spill from 911. Members of Versaterm and Spillman were also on the conference bridge to assist if needed. It was unfortunate that this kept the PSAPs on a call for 7-8 hours. It was also unfortunate that Motorola had no choice but to roll the ALI data back to the Lumen Selective Routers late Tuesday night, after investigating what PSAPs were reporting as receiving 911 calls with a "no record found" errors populating, amongst other ALI issues. A late-night call was scheduled with all of the PSAPs, Tuesday evening, to discuss the issues and an ALI rollback was performed. Vesta and UCA also coordinated with Versaterm and Spillman to reconfigure CAD spills, where needed. We hit a hiccup with this when Spillman's after hours support team demanded approvals from each agencies System Administrator for this work to be done. Outreach was done with each PSAP for this purpose to obtain the approval. Some SAAs had retired, some we had to dig deep to get the right person to approve such efforts. Spillman's after hours support was also different personnel to perform the reconfigurations back to the Intrado ALI format. This too, took some time to get them up to speed on the issue. Once CAD was migrated back, test calls were performed with each PSAP to make sure that good ALI data was populating, as well as CAD spills were functioning correctly. By midnight, Motorola and UCA accomplished getting everything back to normal at the PSAPs. We hope to see this part of the project get handled in a better fashion when it's time to migrating ALI again. Lessons learned is obviously being tracked on this project.

The Carriers were scheduled to migrate one at a time, starting Thursday the 20<sup>th</sup>. This process was also modified due to the ALI roll back. It's important to note that all of the live PSAPs are still on the Vesta Routers and using the transitional layouts. Several discussions have taken place to do a better job at training and communicating to the PSAPs what to expect with ALI format changes, ALI migration, and what to expect with the Vesta Router.

A Root Cause Analysis (RCA) was performed by Motorola on this issue and that report was provided to UCA and PSAPs affected Wednesday the 19<sup>th</sup>. Motorola is working feverishly to get a new and improved schedule together to progress forward. UCA is also holding Motorola to the 3.31.22 deadline.

We sincerely appreciate everyone's attendance on the conference bridges, and work that was done on Tuesday. We know everyone's time is very valuable!

Thank you all for your on-going support and patience throughout this process. We know this transition hasn't been easy. Finally, the work that UCA, started back in 2017 on the NG911 upgrade, is very close to completion! We are very excited! As always, if anyone has any questions or concerns, please feel free to reach out to me.

## **5. P25 PROJECT UPDATE – JAMES BAKER**

L3Harris will be reaching out to get ordering approval for the consoles at the PSAPs. Approximately half of the PSAPs have responded.

As of January 18, L3Harris had finished 76 sites. Continuing with site walk throughs as we progress into the build season. 58 more sites scheduled this season. Radio consoles will be brought into PSAPs to stand dormant until the system is complete and the Gold Elite consoles can be removed. Danne Boon should be making contact with the PSAPs set up dates and times for PSAP installations.

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

The objective is to develop a best practice or a protocol determining when a PSAP could transfer a mental health crisis call to 988 or dispatch MCOT. There was a presentation on the Phoenix, AZ system. All their PSAPs have different protocols and that can often cause a lot of problems, while Utah is working toward a statewide protocol and solution. The next step will be to bring that discussion to this group and the Public Safety Group to determine the issues. The draft will be put on the agenda for discussion at the next PSAP Advisory meeting.

## **7. CONSOLE ALLOCATION FORMULA DISCUSSION**

We appreciate Dave Edmunds for joining us. We felt that there could be more dialogue on the recommended formula before the Governing Board voted upon the proposals.

Dave – imperative that you feel as though you are being heard. It is important that we don't unduly influence you. As I have looked at it and trying to synthesize both sides. The UCA recommendation was PSAP centric. Under our recommended formula there would be 11 new consoles in the state. After hearing from many PSAPs it seems like that number does not reflect the need. It will be a one for one scenario right now when the replacements come.

Kevin – Two main points:

- 1) How did we get to this point? We want it [working relationship] to be resolved going forward. We are an Advisory Committee to UCA and not the Board. We need to have dialogue with UCA staff. Quin and Melanie were in every meeting and provided was no input. There were no objections. Any issues can find a consensus for the majority or topics if not all.
- 2) You are stewards of taxpayer money and must use it wisely. We [as PSAPs] must provide the best services to the communities. That is where we come together and have the hard conversations and disagree if needed. We can then go to the board and have the support of each other. Melanie, as the 911 Division, needs to be part of the discussion when we are coming together.

Dave – We do not want to make it appear that we are hijacking you, but there needs to be more dialogue. Both formulas are very difficult and convoluted. There does need to be the discussion and a decision when a center needs a new console and then UCA takes it to the Governing Board, but only after presenting to the PSAP Advisory Committee.

Justin – When they [Quin and Melanie] were present and there was no input, we felt that they when in approval with the discussions. There is no way to itemize every single need and definition. There will always be an asterisk. Working together and seeing the individual center’s wants needs and requirements. These can be discussed and a compromised into a successful project.

Dave – It is currently in rule that there needs to be a formula. Rule can be changed, through a process.

Kevin – A black and white formula is not possible. Needs and necessity must be proven and guidelines or benchmarks in place.

Alicia – There have been concerns voiced to me by PSAP directors that the rule states that “the authority will allocate or remove consoles” and that is very concerning. There needs to be a process to create situational requests and possibly that any decreases may have to follow the same process to remove consoles as well as increase. Over time the PSAPs have successfully worked through the yearly performance reports, needs and necessity could be a similar process.

Shelly – There could be a hybrid criteria type process. There is a number of things that to be successful we need to work in the same direction. We could have great success because we [PSAPs] need UCA and UCA needs us. We can’t work into individual silos. We will never make progress if we don’t have the conversations. We need a better collaborative process.

Dave – We exist to serve you. I would like to commit that my schedule is open to these meetings and I am supporting these meetings.

Justin- Makes Motion:

Motion: Change the rule from a formula into a process which consoles are allocated and distributed. That process will have guidelines and discussions between the PSAP, UCA director and the Board.

Shelley: Second

Special meeting to discuss the rule/process: February 7, 2022, 9:00 am

## **8. BACK UP CENTER DISCUSSION**

Kevin – There is a need to have a contingency plan across the state. We are able to hot seat now, but what are other options. A COOP plan needs developed to help discover the gaps that are existing now.

Justin – Our back-up center is due to our size and remoteness from resources that are large enough to provide the services. That is a big discussion for all of us.

## **9. BUSINESS NAME PROHIBITION BILL**

The bill being discussed at the legislature will put in legislation that will prohibit any business putting 911 in their title.

## **10. NOMINATIONS FOR 2022 CHAIRPERSON**

In the past Vice Chair took the Chair position. Following along the same line that would be Alicia.

Neil - Motion Alicia Gleave to move into the chair

Shelley – Second

Unanimous vote

## **11. NOMINATIONS FOR 2022 VICE-CHAIRPERSON**

Travis – Motion Neil Johnson to be Vice-Chair

Beth – Second

Unanimous vote

## **12. NEXT MEETING**

Console Allocation Discussion: Monday, Feb 7 at 9:00 am

## **11. MOTION TO ADJOURN**

Motion to adjourn: Travis Trotta