

**The Meeting of the Utah Communications Authority's PSAP Advisory Committee**  
**Thursday, October 1<sup>st</sup> 2020 1:00 P.M**  
**Meeting Location: Telephone Conference Bridge**

***Meeting Minutes***

**1. WELCOME**

Meeting was started by Chairman Justin Grenier

**2. ROLL CALL**

Shelley Peterson-Present

Justin Grenier-Present

Neil Johnson-Present

Karl Kuehn-Present

Beth Todd-Present

Jack Walkenhorst-Present

Alicia Gleave-Present

Kevin Rose-Present

Travis Trotta-Present

**3. MOTION TO ACCEPT MINUTES FROM AUGUST 10<sup>TH</sup>, 2020 PSAP  
ADVISORY BOARD MEETING NOTES**

Motion: Alicia Gleave moved to accept the minutes

Second: Karl Kuehn

Vote: The motion passed with all in favor.

**4. AUDIT FINDINGS CONCERNING PSAP STAFFING**

Hopefully everyone has had chance the read the Legislative Audit, or will read it in the near future.

Kevin Rose: We introduced this topic in the last meeting to give time to review the audit and your current minimum standards to go over this today. Two issues he would like to go over are: The current standard for using the ECATS staffing module

to build your schedule, and having only one dispatcher on duty and the problems that brings up. As far as using the staffing module, Kevin doesn't think this needs to be there because it takes care of itself with of the standards of answering times, and schedules will be adjusted to reach this standard. We use it at Weber and it is a great tool but each center is unique and should use the system that works best for them. It is a great tool, but doesn't need to be a standard. He feels it is in our best interest to address this ourselves, because if we don't take action on this and come up with a solution our Legislature will. There is also the issue of only one dispatcher on duty. Has anyone got any feedback from their PSAPs to see how they feel?

Neil Johnson: Concerned that this is an unfunded mandate. Can UCA or the Legislature do an unfunded mandate for this?

Kevin Rose: Yes, they could. The Legislature can mandate, but he is unsure if UCA can mandate it, although they can have minimum standards and financial consequences for not meeting those standards.

Neil Johnson: Is that really what we are after, to take money away from them?

Kevin Rose: It is not really a goal, it is just to address this issue.

Justin Grenier: To give further information, he would echo what Kevin is saying because we have seen this year after year. If we don't put our house together and sort things out then the Legislature has to compel us. Which in his opinion is worse. We need to look at a middle ground to be in compliance to the standard. We need to find a way to achieve this that would be satisfactory to those that this would be a big issue for?

Neil Johnson: Most of the single person call centers are meeting the standards. Are we trying to fix something that isn't broke? Are we asking them to staff up? He is confused of what is the end goal?

Kevin Rose: He thinks the issue that the Legislature was looking at was not the call answering times, more what issues come up if the single dispatcher is distracted, or busy on another call or other duties that take them away from handling an additional 911 call.

Neil Johnson: He understands wanting more than one dispatcher, he is arguing the fact that we are requiring them to add additional dispatchers and increasing their

budget when there is no information showing that the one person dispatch center is not working.

Karl Kuehn: There were recommendations and alternatives for the one person dispatcher center or we could come up with some of our own. They suggested cross training jail staff to help fill in when needed or contracting with another center to take the calls during the slower hours. There are other alternatives.

Justin Grenier: Is there a way that those agencies that have this specific concern can meet the requirements so that we can in good faith go to Senator Harper with a middle of the road solution?

Neil Johnson: This would involve many more people to be involved in this discussion such as Commissioners and the Counties involved, because we are talking about increasing staffing budgets. Aren't we penalizing the smaller agencies by doing this?

Justin Grenier: Yes we should involve the Commissioners and Sheriffs, but he is in the opinion that the people that do the job try to solve this at their level first. Every time you kick the decision up the chain of command you lose a little of that latitude and freedom to affect change. If we as a committee can come up with a solution in good faith we can respond to their concerns and solve it at our level to some degree. There has to be a middle path.

Beth Todd: As she read through it, what she got out of it was they are trying to improve the 911 experience throughout the State. They also pointed out how stressful and overwhelming it is for the single dispatcher. The only standard that they talked about in the audit was the NFPA standard that if you dispatch Fire and EMS you have to have two dispatchers on 24/7. The other piece they talked about is that the Bureau of EMS and the Health Department need to bear some responsibility to help identify what that minimum staffing should be. This may not be something that is decided today, but it is a good conversation starter.

Kevin Rose: Do we know which centers are in this situation (single dispatchers)?

Justin Grenier: Asks Neil to take this on and reach out to these small centers to see if we can reach a solution. Neil agrees to take this on.

Kevin Rose: Agrees we need to lay out what the expectations are and help them determine what they can do to accomplish that.

Justin Greiner: Asks Dave what will placate the Legislature.

Dave Spatafore: There is a bill file open to follow up on what the audit shows. He thinks what the committee should do is come up with your recommendations, sit down with Dave and Quinn, then sit down with Glade Harper and make sure he is okay with it.

Justin Grenier: This allows us to plot a course that will have a better chance of success.

Quin Stephens: Some insight that may add color to the question. Jake, who is a primary author of the audit, through several conversations expressed concerned about both call answer time for the bigger call centers and more dispatchers for the smaller centers. They conceive that there could be different solutions. To find a formula that considers the variable of administrative calls, breaks, lunch breaks, texting 911, and how each is factored into call answer times and arrives at a staffing module to accomplish the call answering times. No one solution solves all problems.

Travis Trotta: These concerns have come up from our own people. Keep in mind that our people may be feeling this. He agrees that we need to find out the things that have to be met and if two people need to be there it will show that. Presenting to the Legislature that was will show that we have done our part.

Alicia Gleave: The tax revenue is distributed by call volume. With this in mind could we take the needed money off the top of this money to appropriately staff the smaller centers needing more staff then distribute the balance per call volume?

Justin Greiner: We can include this in other solutions we come up with.

Shelly Peterson: We should recognize all the changes that have been happening during the last 20 years and focus on the best solutions.

Jack Walkenhorst: It has been a great discussion and good input and ideas.

Justin Greiner: Asks Neil to work on this and ask for help as needed to move forward. Maybe have a clearer picture and recommendations to go over in our November meeting.

Neil Johnson: Yes, he will send an email to the Directors and others he may request help from.

## **5. UPDATE ON THE 911 TRANSFER PROTOCOL**

Justin Greiner: The 911 Transfer Protocol was submitted to the UCA Board. UCA is looking at it. The mandate to have it in by September 30th was satisfied.

## **6. UCA UPDATE FROM 9/30 MEETING**

The P25 project is moving along on schedule. UCA and Harris are working to remediate half of the sites. Work is going on for approximately 60 sites. Those sites will get new P25 equipment next summer while the others will go through the remediation process. The second half of the sites will get done in 2022. Migration will be in the fall of 2022, and beginning of 2023. As we get closer the migration plan will be provided. We believe our Legacy systems will work until migration. He has spoken with a Motorola representative and has been assured that we have their support until migration and they have enough spare equipment to keep things operating until that point.

The NG 911 project is also underway. The plan is for Region 1 to migrate this fourth quarter, and the others will migrate next year. There has been some delay to work out the transfer of 911 calls from the Legacy vendor to the new vendor. There is a brief period of time that this transfer must occur while setting up the new ESI Net. Region 1 is experiencing a slight delay, but the other Regions should still be on schedule. Appreciates the work Melany has done on this.

The 25 sites are also going forward. The plan is by the end of the season 8 of the 25 sites will be online. There are three operating right now. We are well underway on this project and are excited about the expanded coverage we will get with these new sites.

The plan for November is to have a Stake Holders meeting, more than likely via WebEx. We will have a format as we did last year and would like this committee to participate. We will have a Governors Board meeting during this time and also plan to have a presentation of the fleet maps. He will send out a schedule.

## **7. NEXT MEETING**

Justin Greiner: It will soon be time to switch Kevin to the Chair, and elect a new Vice Chair. Please keep this in mind of who you would like to fill this position.

Alicia Gleave: In January there will be a change of committee members. How will this take place?

Justin Greiner: We will look up this information and e-mail the agencies and groups who sponsor us and find out who they recommend. We will e-mail the committee with this information also.

Justin Greiner: He would like to coincide the November meeting around the UCA meeting tentatively the 17<sup>th</sup> and 18<sup>th</sup> of November. We will plan to do this meeting virtually.

Kevin Rose: Heads up, he has only received 9 responses back regarding the 911 rerouting documents. Please resend these and request responses.

## **8. GENERAL PUBLIC COMMENT**

No public comment

## **9. MOTION TO ADJOURN**

Motion: Beth Todd

Second:

Vote: Passed with all in favor

Meeting Adjourned