

The Meeting of the Utah Communications Authority's PSAP Advisory Committee
Monday, August 10th 2020 1:00 P.M
Meeting Location: Telephone Conference Bridge

Meeting Minutes
Tuesday, August 10th, 2020

BOARD PRESENT-FROM ROLL CALL

Justin Grenier
Neil Johnson
Beth Todd
Jack Walkenhorst
Alicia Gleave
Travis Trotta
Kevin Rose

BOARD ABSENT

Shelly Peterson

Karl Kuehn

1. WELCOME

Meeting was started by Chairman Justin Grenier

2. ROLL CALL

Shelley Peterson-Absent
Justin Grenier-Present
Neil Johnson-Present
Karl Kuehn-Absent
Beth Todd-Present
Jack Walkenhorst-Present
Alicia Gleave-Present
Kevin Rose-Present
Travis Trotta-Present

3. MOTION TO ACCEPT MINUTES FROM JULY 16TH, 2020 PSAP ADVISORY BOARD MEETING NOTES

Motion: Travis Trotta moved to accept the minutes

Second: Jack Walkenhorst

Vote: The motion passed with all in favor.

Note: All meetings are being recorded and the recording is available on the UCA website

4. UTAH STATE 911 CALL TRANSFER PROTOCOL

Kevin: I suggest removing paragraph "a" from the No Common CAD platform, CAD-to-CAD or Radio Relay Protocol.

Kevin: Should we remove paragraph 2 from the Non-Emergency Calls Received on Emergency Lines section. Don't think it is necessary since the 'will' was changed to 'should'.

Beth: I didn't think it was necessary either.

Travis: I agree with striking it out.

Jack: I think it sounds good

Neil: I am fine with taking it out.

Justin: Does anyone else have any input or comments? If not can we move it to a vote?

Motion: Neil motioned to accept the transfer protocol as it has been changed to today and send it to the UCA board.

Second: Kevin Rose

Vote: The motion passed with all in favor and Beth Todd abstaining

5. DISCUSSION REGARDING PSAP CALL ROUTING POLICIES

Justin: I was advised by UCA that because of the new phone system, the question has come up as to whose 911 calls rolls to who. I don't know if it has ever been documented anywhere. I am asking that everyone takes this back to their respective PSAPs to see if we can get this documented.

Travis: I think it will be very unique to each center. What are they asking us as the committee to do?

Justin: Just getting it documented and have something statewide.

Quin: Our goal is to raise the issue so that everyone can start thinking about it as the project rolls out.

Travis: The state centers are looking at this and making decisions on where calls roll to. Is this something that we want UCA to be aware of.

Justin: Yes

Beth: I know with our current system, the goal was to have geodiversity in routing. If our calls went out to one center it would overwhelm them. Our goal was to be able to break it down by areas and route to different centers.

Kevin: I brought this up at our project meeting last week and Motorola is looking into it

Justin: Neil where do you roll to?

Neil: Richfield

Scott Ruff: I brought this up in our meetings with VESTA. My concern wasn't the catastrophic event, but just day to day public safety issue. Just try to balance it regionally. I think UCA needs to take a role and oversee it.

Justin: I would like to take a measured control on deciding where my calls go. Any concerns with us taking this on?

Travis: Let's just get it started.

Justin: Does anyone want to serve as a point of contact for this and coordinate this?

Neil: Wouldn't that fall under Melanie's job to coordinate this?

Quin: If PSAP A says I want my calls to go to PSAP B then we are going to reach out to PSAP B to see if they are OK with that.

Justin: Every time we put something on to UCA then we lose some autonomy

Neil: I don't have an issue reaching out to each PSAP and getting their current set up. I just don't understand why it needs to flow through this committee.

Justin: There are probably going to be some centers who don't get the information to UCA. I don't want to dump it on them.

Kevin: This is a question that will come up during the project for each PSAP that they will have to answer. I don't think this committee needs to get too involved in it.

6. REPORT ON THE I3/CALL HANDLING PROJECT

Melanie: Since the execution of the contract, there are several things that have been going on. We have had kick off meetings with Motorola. We performed

kick off calls with region 1 with is those PSAPs on the Greater Wasatch Multi-node.

We have had site visits with each PSAP in region 1. These site visits start with a discussion and then a tour of the backroom. We then decide if there are any changes that are needed. We then observe the PSAP floor.

The critical answers we need from the PSAPs are which lines are coming into their PSAP. We then have weekly calls with each PSAPs

Region1 will first implement the call handling system mid-October and the migration to the next gen network in mid-December.

We are starting to meet with region 2 this week and next week.

We will be moving to the ALI database records and get them to AGRC to start building the GIS dataset.

7. NEXT MEETING

September 9th, 2020 1:00 PM

8. GENERAL PUBLIC COMMENT

No public comment

9. MOTION TO ADJOURN

Motion: Beth Todd

Second:

Vote: Passed with all in favor

Meeting Adjourned