

The Meeting of the Utah Communications Authority's PSAP Advisory Committee
Tuesday, January 19th 2021 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 NOVEMBER 16TH AND 30TH PSAP
ADVISORY BOARD MEETING**

Karl: I was present at the meeting on the 30th. Minutes will be updated.

Alicia: On the 16th meeting, my term expires this July.

Motion: Approve November 16th meeting minutes made by Alicia Gleave

Second: Travis Trotta

Vote: The motion passed with all in favor.

Motion: Approve November 30th meeting minutes made by Beth Todd

Second: Kevin Rose

Vote: The motion passed with all in favor.

4. NEW CHAIR/VICE-CHAIR NOMINATIONS AND VOTE

Motion: Justin moved to nominate Kevin Rose as the next Chairman

Second: Shelley Peterson

Vote: The motion passed with all in favor.

Motion: Justin moved to nominate Alicia Gleave as the next Vice-Chairwoman

Second: Travis Trotta

Vote: The motion passed with all in favor.

5. 988 PROGRAM – FUNDING SOURCE AND DISCUSSION

Justin: I want everyone to weigh in on this. There was a discussion at our last PSAP manager meeting and there wasn't a lot of discussion from the group.

Kevin: There is a bill to fund the 988 program from a telephone surcharge. It would be an additional line item. The concern is that it could cause problems for us in the future if we wanted to increase 911 funding.

Justin: I don't think there is any opposition to the 988 program. The funding mechanism is where I have concern. If we needed an increase it could be problematic. This could open the door to other programs getting funded through the telephone surcharge.

Neil: They need to do something. I don't think it needs to go through the cell phone tax.

Alicia: I would echo what both of you have said. I don't feel its should be funded by a telephone tax

Justin: Captain Trotta, would DPS oppose this?

Travis: Yeah it's already on the record with the legislature. We would say it needs to be funded but not through a telephone tax

Beth: I wasn't at the last directors meeting but from what I understand, I agree with the group that it could be confused as to what money is funding what line item. Does anyone know where the funding for the crisis line comes from?

Travis: I am not sure, the Department of Health oversees it so I think it's funded by the state.

Beth: I wonder if there is funding along those line.

Alicia: I googled where the crisis line funding comes from and it comes from several organizations public and private.

Shelley: I like the direction they are going with the program. I am hoping they can find a different source.

Karl: I agree with all the other comments about funding. My understanding is they are looking to hire off duty fire fighters or others to be the crisis workers. I would lean towards having actual mental health workers.

Jack: I would echo what others have said. There are a lot of other taxes on telephones. Try to find a more universal funding mechanism

Quin: This relates to a federal program that created 988 and allows states to create a fund the program. I am cautious sentiment from 911 saying that it needs to come from a more universal funding mechanism. I do share a lot of the sentiments that there are better places to fund it. The trick is finding a different funding source. I don't know that they are looking to be on par as a PSAP but just the general idea. I don't think they are wanting part of the 911 funds. It would be a separate charge from 911, it would be a new one. It would be an increase to the overall phone fee. There are questions about whether 988 will participate in the ESINet. There needs to be a discussion about when a call needs a 911 and 988 response and how they will interact together. The proposal is looking to fund more than just the phones. It will fund the response also.

Justin: Since it sounds our opinion is pretty unanimous, perhaps we take this to the UCA board. Would everyone be comfortable with that?

Beth: I think they should know what our concerns are.

Justin: There are additional concerns more than just the funding. There are a lot of unanswered questions.

6. DISPATCH TWO DISPATCHER RULE DISCUSSION

Justin: We touched on this before, we know it's going to be contentious. I see two options from this. 1) we circle the wagons and fight against it. I think this will very likely fall on deaf ears and won't return the outcome we want. I think the greatest amount of latitude is when we solve our own problems. I would encourage us all to find a solution.

Kevin: I thought we were going to bring some of the stakeholders to our meetings.

Neil: I send out an email and only heard back from a couple of counties. I think they will be willing to meet we just to set something up.

Justin: Beth can you reach out to eh auditor's to see if they can participate?

Beth: Yes I can.

Justin: I would suggest that each of us think of some different options and then discuss them at our next meeting.

Scott Ruf: I checked with some different states and could it be possible to adopt language that is adaptable and doesn't say shall. It would be more of a recommendation.

Justin: I think that would be a difficult lift. I think the audit was pretty clear.

Neil: Talking to these PSAPs, all of them would love to have a two person PSAP. The problem is funding. They meet their call answer times and are not having those issues. Are we trying to fix something that isn't broke.

Travis: Neil I think we kind of addressed this even on the law enforcement side. I think we can come together with some ideas to use our partners and technology to fill the gap.

Alicia: I agree with that also. We could create a COOP plan of sort.

Shelley: I know a lot of the single dispatcher centers only run with one person for a certain number of hours. Perhaps they can partner with a neighbor during these hours.

Justin: Shutting centers down is the nightmare scenario. No one wants that.

Karl: I agree with a lot of things that have been said already. I like the idea of contracting after hours.

Scott Ruf: I am looking at the audit. The staffing issue is called out independently of the call answer times. It is being treated as a separate line item.

Justin: This isn't something that were going to measure this every month. Let's all come back to our next meeting with different ideas.

Alicia: But when we are all put into these multi-node regions, is there a program that could reroute the call?

Kevin: Yes there are options available.

Shelley: I think that's only part of their concern. I think part of it is if one dispatcher can handle the entire workload of the center.

Beth: Neil can you reach out to those dispatch centers and invite them to participate and to bring a solution?

Neil: I would be glad to

Justin: Perhaps Melanie can reach out to other states to see if there are states that have come up with a solution to this.

Melanie: I can do that.

7. GENERAL PUBLIC COMMENT

No public comment

8. NEXT MEETING

February 11th at 3:00 PM

9. MOTION TO ADJOURN

Motion: Kevin Rose

Second:

Vote: Passed with all in favor

Meeting Adjourned