

The Meeting of the Utah Communications Authority Governing Board
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Anchor Location: Not applicable pursuant to Executive Order of Governor Gary Herbert

MEETING MINUTES
Tuesday, November 17, 2020

BOARD PRESENT VIA WEBEX

Commissioner Lance Davenport
Clinton Topham
Dean Cox
John Park
Gary Whatcott
Randy Swalberg
Dave Crandall
Kevin Van Tassell
Justin Grenier
Jim Miguel

BOARD ABSENT

Bryan Low
Craig Dearden

STAFF PRESENT VIA WEBEX

Dave Edmunds
Quin Stephens
Patsy Halladay
Gordy Coles
Michael Bright
Melanie Crittenden
Suzanne Viehweg

1. WELCOME;

Commissioner Lance Davenport welcomed those in attendance and called the meeting to order at 1:00 pm.

2. ROLL CALL;

Lance Davenport-present through WebEx
John Park-present through WebEx
Clint Topham-present through WebEx
Randy Swalberg-present through WebEx

Kevin Van Tassell-present through WebEx

Craig Dearden-absent

Gary Whatcott-present through WebEx

Dave Crandall-present through WebEx

Dean Cox -present through WebEx

Bryan Low-absent

Justin Grenier-present through WebEx

Jim Miguel-present through WebEx

Babbi Hill-present through WebEx

3. MOTION TO APPROVE MINUTES OF SEPTEMBER 30, 2020 MEETING PRESENTED BY CHAIRMAN DAVENPORT;

Motion: Clinton Topham moved to approve the meeting of the Governing Board's meeting held on September 30, 2020.

Second: John Park

Vote: The motion passed with all in favor.

4. DIRECTOR'S REPORT AND UPDATE PRESENTED BY DIRECTOR EDMUNDS;

Director Edmunds thanked everyone for their attendance and participation.

Recognized that Dean Cox was re-elected as County Commissioner in Washington County.

He gave an update on UCA's large projects:

1. This summer both UCA and L3H have been busy remediating sites and performing grounding work in anticipation of new equipment being installed at these sites next summer. We are on target for the end of the calendar year to have 60 sites remediated.
2. The NG911 project also continues, but unfortunately, has seen some delays. Vesta/Motorola has been negotiating with Century Link, rebranding as Lumen, to have existing 911 traffic delivered to Vesta/Motorola's cores. Thus far, success has not been achieved and Quin Stephens is involved to try and broker a solution. Accordingly, Region 1 is now planning a cutover in April. Region 2 dates are still being considered. This delay should be absorbed through the project with the final date still being achieved.
3. Eight of the 25 new sites will be up and running by the end of the year with work on the 25 new sites continuing. In addition to Rudd's Roost (Iron County), Snowville (Box Elder County), and Horseshoe Ridge (Sanpete County) which we announced were broadcasting at our last meeting, we are happy to announce that Big Water/Wahweep (Kane County) and Horn (Emery County) are now online. We are working hard to bring Beaver Canyon (Beaver County) and Hanksville (Wayne County) online late this year or early next. We are still hoping for Black Hawk (Carbon County) as well, but have run into a small issue with the delivery of power to the site at present.
4. The www.uca911.org website is up and online. All of our partners can go to the website and get needed information.

5. PRESENTATION OF OCTOBER INCOME STATEMENT PRESENTED BY DIRECTOR EDMUNDS;

Director Edmunds reported that everything is as expected, without any surprises. He expressed his appreciation to the audit committee for their time dedicated to UCA. He opened the meeting up to any questions and there were none.

6. ANNOUNCEMENT OF PRIOR PSAP CPE MAINTENANCE REIMBURSEMENTS AND PURCHASES PRESENTED BY DIRECTOR EDMUNDS;

Director Edmunds reported that This Board approved UCA to reimburse PSAPs for the maintenance of their legacy CPE equipment up to the point that the NG911 system is installed and migrated at the PSAP. A summary of these reimbursements since our last meeting is as follows:

- Bountiful PD - \$3,281.08 for July through September, 2020
- Sanpete County - \$1,399.95 for September through October, 2020
- St. George - \$3,821.04 for September through October, 2020
- VECC - \$25,198.66 for September through October, 2020
- Tooele County - \$4,742.75 for September through October, 2020
- Weber Area 911 - \$14,312.26 for July through September, 2020

7. MOTION TO ADJUST FUNDS FROM CAPITAL BUDGET TO OPERATING BUDGET FOR WAREHOUSE WORKBENCHES PRESENTED BY DIRECTOR EDMUNDS;

Director Edmunds reported that UCA's bylaws state that UCA may only move funds from one budget to another with the consent of this Board. In our budget we planned \$12,000.00 for workbenches to be installed in the new warehouse. The selected workbenches are individual pieces that hook together rather than one large workbench. These benches are more cost effective but instead of being one capital asset, they now are operating level costs, not capital. Accordingly, UCA is seeking to decrease the capital budget identified as "Workbenches for the Warehouse" by \$12,000, removing that line item entirely, and to increase the Radio Network Maintenance operating budget category by \$10,000 to pay for these new workbenches. In total, this move is a savings to UCA of \$2,000.

Motion: Clinton Topham moved to adjust the budget as requested.

Second: Randy Swalberg

Vote: Motion passed with all in favor.

8. MOTION REGARDING THE PROPOSED ADMINISTRATIVE RULE QUIN STEPHENS;

In June the administrative rule draft was published by the Utah Office of Administrative Rules for public comment. John Park made some record keeping changes and those are included. The public comment period has now closed and UCA received one comment in response from Tina Mathieu, Karl Kuehn, and Justin Grenier. It was a redline of the rule. The changes relate to the CAD funding rules, how additional radio consoles and call handling equipment will be allocated to the PSAP's in the future, and other minor housekeeping issues. Procedurally, the Board has three options.

- Option one is, after considering the public comment, to adopt the rule as published by the Administrative Rules Division.
- Option two is to make changes to the proposed rule, either as indicated by the public comment or otherwise, which will then cause the rule to be submitted for further public comment.
- Option three is to adopt something other than the redline changes or the rules as written originally that the UCA Board would like to see, those will be included and we can submit that to the administrative Rules Division.

Dean Cox asked if the changes are friendly and reasonable.

Quin Stephens responded with respect to these changes generally, UCA is not opposed. It is good to clarify the appeal right. We have had discussions with those who have submitted these comments and the main concern of these individuals is allocating additional call handling positions and radio consoles. He explained that this is a shift in responsibilities for UCA. The most substantive of the changes is to eliminate the formula PSAPs would employ to increase the number of radio consoles and phone answering positions the PSAPs would receive from UCA. Instead, the comment proposes that a formula be adopted in the future. The obvious down-side of this is that it will take longer for a formula to be adopted, which means that there will be no increase in the amount of this equipment provided to PSAPs until that time. Those who submit these comments, however, have submitted a reasonable time frame to make and submit these changes. On UCA's part, we see these rules as benefits to the PSAPs in that they outline a procedure by which said PSAPs can grow based on the needs of the communities they serve. These rules also fulfill recommendations presented in recent legislative audits and provide clarity in an area of confusion at the present time. UCA does feel an urgency to have these rules finally and formally adopted, but does not oppose these comments.

Motion: Dean Cox moved that the UCA Board adopt the redline and repeat this process again and go through the rule making process again and repost it as the amendment proposed.

Second: Kevin VanTassell

Vote: Motion passes with all in favor.

9. MOTION TO ADOPT THE PROPOSED STATEWIDE CAD-TO-CAD CALL HANDLING AND 911 CALL TRANSFER PROTOCOL PURSUANT TO UTAH CODE ANN. §63H-7A-204 PRESENTED BY JUSTIN GRENIER;

Justin Grenier reported that everyone has had an opportunity to weigh in on this protocol. Everyone does not get what they want, everyone gets what they need. It brings everyone up to a certain standard and level of accreditation. This represents our best efforts.

John Park asked how a call should be handled when it should be transferred to a health professional. How does that fit into the CAD to CAD calling?

Justin Grenier asked for clarification to the question.

John Park clarified and asked what happens when a call comes in and can be better helped by a health professional rather than police or fire or 911 call center. Does this address that issue?

Justin Grenier responded that he didn't think this was the document to address that issue. This is about transferring calls from PSAP's mostly due to jurisdictional issues. This is more about handling 911 calls as they come into the PSAP.

John Park then asked if a non-emergency call is received on emergency lines wouldn't it be easier to transfer that call to a non-emergency number?

Justin Grenier responded that calls are handled on a case by case basis but also any time a call is transferred between one public service and another, it represents a potential public failure. The intent of this document is transferring a call is not optimal resolution.

Deputy Director Quin Stephens added some of this has been addressed in the latest round of legislation giving PSAP's a financial incentive for decreasing call transfers. They give a disincentive for transferring that call but also an opportunity to educate the caller.

John Park: Clarified this specifics not transferring a call but giving the non-emergency phone number to the caller and letting them make the call.

Deputy Director Quin Stephens clarified that it came not from this document but from legislative changes from earlier this year. This protocol is following the lead for the statutory changes which also follows the lead of the Legislative Audit that came out in January asking for a decrease in 911 call transfers.

Motion: Randy Swalberg moved that the UCA Board adopt the rules.

Second: Kevin VanTassell

Vote: Motion passes with all in favor

10. REPORT FROM THE PUBLIC SAFETY ADVISORY COMMITTEE PRESENTED BY JIM MIGUEL;

Chief Miguel expressed his appreciation in behalf of the public safety community for the support of Director Edmunds and Deputy Director Stephens and other UCA staff. He expressed his appreciation for the opportunity to address the board and have a voice.

The Public Safety Committee is anxious to move forward with the vendors. UCA has negotiated some deep discounts in end user equipment pricing and they feel they have good pricing sheets but not a good set of logistics to evaluate how many pieces of end user equipment will be needed and how deep the discounts will be according to numbers of equipment needed. The Public Safety Advisory Committee has initiated discussions with the vendors so we can make plans about reserving or purchasing equipment. Because of UCA's work the committee continues to define the plan to migrate over to the new system. They hope to get a roadmap to make those purchases.

The second concern Chief Miguel expressed is many of their constituents are concerned to make the purchase of the end user equipment especially some of their smaller volunteer fire agencies due to cost. The Fire Departments are a little different than the police departments in that there are many volunteer fire agencies throughout the state that have small budgets. The Committee will ask agencies how many end user equipment they need, when they plan to make the purchase, and whether they will be able to purchase everything they need. They would like to discuss that with the UCA Board further when they have collected that information. This incredible system is being built but the last piece of this is end user equipment and if there are entities that can't obtain end user equipment then we limit the success of the new system. The Public Safety Committee will be collecting that information over the next two months and they hope to come before the UCA Board again sometime in the next three months to report their findings.

11. REPORT FROM PSAP ADVISORY COMMITTEE PRESENTED BY JUSTIN GRENIER;

Justin Grenier reported that the PSAP Committee focus this year has been the 911 Center Protocol. He expressed his appreciation for the committee members and all the meetings and individual communication that took place to create this Protocol.

The Legislative Audit gave the PSAP committee some important topics to address. Their next main issue is staffing in remote areas with one dispatcher. As a committee the task in January is to come up with some agency and committee resolutions to this problem to report back to the legislators.

12. GENERAL PUBLIC COMMENTS;

Paul Wolden from Beaver reported during the day shift Beaver has had 2 dispatchers during the day but at night often times one dispatcher is too many with the call level that at that time. They are working on a solution.

Chairman Lance Davenport concluded the meeting by saying that the Annual meetings via WebEx have worked quite well. He expressed his appreciation to all who participated in behalf of the board. He expressed his appreciation to UCA, Director Edmunds, Deputy Director Quin Stephens and the UCA staff.

13. MOTION TO ADJOURN.

Motion: Chairman Lance Davenport moved to adjourn the meeting.

Second: Randy Swalberg

The meeting adjourned at 1:45 pm.