

**The Meeting of the Utah Communications Authority Board**  
**Telephone Bridge: 1-408-481-9388; Password: 24586313**  
<https://uca911.webex.com/uca911/j.php?MTID=m4472ee8a9e318c683fc4e9e72bfdacfc>

**Anchor Location: Not applicable pursuant to Executive Order of Governor Gary Herbert**

## ***Meeting Minutes***

**September 30, 2020**

### **BOARD PRESENT VIA WEBEX**

Lance Davenport  
John Park  
Clint Topham  
Randy Swalberg  
Kevin Van Tassell  
Craig Dearden  
Gary Whatcott  
Bryan Low  
Justin Grenier  
Babbi Hill

### **BOARD ABSENT**

Dave Crandall  
Dean Cox joined the meeting at 12:17 pm  
Jim Miguel

### **STAFF PRESENT VIA WEBEX**

Dave Edmunds, Executive Director  
Quin Stephens, General Counsel/Deputy Director  
Melanie Crittenden, 911 Division Director  
Brad Morris, Warehouse Manager

### **1. WELCOME**

Chairman Lance Davenport welcomed those in attendance and called the meeting to order at 12:00 pm.

### **2. ROLL CALL**

Lance Davenport-Joined WebEx  
Craig Dearden-Joined WebEx

Clinton Topham-Joined WebEx  
Randy Swalberg-Joined WebEx  
Kevin Van Tassell-Joined WebEx  
Dean Cox-Not on WebEx  
Gary Whatcott-Joined WebEx  
John Park-Joined WebEx  
Dave Crandall-Not on WebEx  
Bryan Low-Joined WebEx  
Jim Miguel-Not on WebEx  
Justin Grenier-Joined WebEx  
Babbi Hill-Joined WebEx

### **3. MOTION TO APPROVE MINUTES OF June 24, 2020 MEETING**

The minutes for the June 24, 2020 meeting were presented to the Governing Board for approval.

**Motion:** Craig Dearden moved to approve the minutes of the Governing Board's Meeting held on June 24, 2020 meeting.

**Second:** Kevin VanTassell

**Vote:** The motion passed with all in favor.

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

Director Dave Edmunds gave a brief update on the many projects UCA has currently in progress. 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.

The remediation we discussed includes things such as changing electrical panels, upgrading generators, upgrading HVAC equipment, cutting new entry ports into the shelters, modifying or replacing towers, upgrading solar equipment, replacing batteries, replacing uninterrupted power supplies, making room in shelters, and installing temporary or replacement shelters. These are no small tasks and both UCA and L3H have had multiple teams working this summer to perform this work. Special thanks goes to Harold Clements, our P25 Director, who personally inspects all of these sites to ensure the work is done to plan and to UCA standards.

Work has also begun in earnest on the NG911 system. Site visits have occurred for both Region 1 and Region 2. Vesta reports that it has run into a small delay with the Region 1 cutover due to some issues with CenturyLink, but all parties are hopeful for a fast and amicable resolution. Thanks goes to Melanie Crittenden as she has been the focal point of this project. In addition, the Board previously approved the installation of new, legacy equipment for Grand and San Juan Counties and those new phone systems have been installed.

Work on the P25 sites continues and we are still on target to complete 5-8 sites this year. Thanks goes to Brad Morris and Mike Lindquist for all they are doing to expand our network while maintaining existing sites.

Based upon a number of recommendations by the recent legislative audit of UCA, and owing to the fact that UCA's current administrative rules have been superseded by statute, UCA has submitted the draft rules that the Governing Board recently reviewed and approved to the Utah Office of Administrative Rules and such should be published for public comment shortly.

In addition, UCA received some feedback from its Public Safety Advisory Committee that some stakeholders were looking for more information regarding the P25 project and what radios to purchase if necessary. Accordingly, UCA has implemented a few changes. First, UCA has obtained permission from L3Harris to distribute monthly reports prepared by L3H and provided to UCA and will begin disbursing those with its newsletter as well as making these available on its website. Second, and speaking of the website, UCA is in the final stages of a redesign which will be more user friendly and will contain the pertinent information on this and other UCA issues. Third, UCA has hired Suzanne Viehweg for one of the Interoperability Manager positions approved by this Board. As discussed, once her training is completed, Suzanne will travel the state addressing stakeholders' concerns and resolving issues of this type. Finally, we are making a slight change to our newsletter as per various requests with our Stakeholders.

Bryan Low asked what is expected from the monthly L3Harris report.

Director Edmunds responded that it will be sent out with the quarterly UCA Newsletter and also published on the UCA website.

Deputy Director Quin Stephens gave a synopsis of what is included in the report and that if there is other information that someone needs that is not included in the report, to please let UCA know and L3Harris will be asked to include the information.

Dean Cox joined the meeting at 12:17 pm.

**5. PRESENTATION OF AUGUST INCOME STATEMENT PRESENTED BY QUIN STEPHENS;**

Deputy Director Stephens's reported on the Profit/Loss statement for the year to date through July and August. He reported the use of expenses for the year is at 16.67% and is below projected amounts for use so far for the year. Revenue is slightly behind due to the Federal Grant revenue which doesn't come in evenly. Other revenue money is at or above projected income levels except for the income from interest rates due to record low interest rates.

**6. REPORT FROM UCA'S AUDIT COMMITTEE BY BRYAN LOW;**

Bryan Low reported the Audit Committee did not meet in person but the work was accomplished electronically. The Pcard statements for May, June and July were found appropriate. Not a lot of activity was found in the PTIF account and all activity was found to be normal operational activity and the accounts are mostly growing. Accounts receivable activity is normal and he expressed appreciation to Patsy and her staff for their hard work to rectify accounts with questions from several years ago. All questions of Pcard expenses were backed up with documentation and were completely appropriate.

**7. ANNOUNCEMENT OF PRIOR PSAP CPE MAINTNENANCE REIMBURSEMENT AND PURCHASES PRESENTED BY DIRECTOR EDMUNDS;**

Director Edmunds reported the reimbursement amounts for each of the PSAP's purchases for the maintenance of their legacy CPE equipment up to the point that the NG911 system is installed and migrated at the PSAP, also legacy CPE at certain PSAPs based upon exigent circumstances presented.

**8. MOTION TO AUTHORIZE UCA TO PROCEED WITH PROJECTS RELATING TO RFPs OR RFQs PURSUANT TO UCA BYLAWS AND POLICIES (NO BUDGETARY AMENDMENTS REQUESTED)**

Deputy Director Quin Stephens reported that as discussed last year UCA's policies and practices provide that prior to UCA creating a new microwave circuit or site, it will provide the opportunity for private entities to provide these services. Previously, UCA was considering a site in Beaver Canyon which, after a more thorough review, was unfeasible. Fortunately, a new nearby location that will provide similar coverage has been found. With the move of the site, UCA again conducted another request for co-location quotes and received no responsive bids. Accordingly, UCA intends to proceed with constructing its site on the newly located property. UCA is in the process of procuring land rights on that sight.

UCA recently requested fiber quotes for 8 connections. We have received quotes on all 8 connections and intend to enter into contracts with providers on *all* of these circuits. These 8 paths will be connecting UCA's 8 radio network core computers utilized in the new P25 project and, as such, are major arteries for the system. As such, UCA wants the redundancy provided by these dual technologies. We will be using or upgrading UCA's present microwave backhaul. No budget amendment is necessary as these costs can be covered within existing P25 budget categories.

UCA also received RFQ for Text to 911 on the new NG911 system. We received one response to that RFQ.

**Motion:** Randy Swalberg moved authorize UCA to proceed with these projects.

**Second:** John Park

**Vote:** The motion passed with all in favor.

**9. PRESENTATION OF THE PROPOSED STATEWIDE CAD-TO-CAD CALL HANDLING AND 911 CALL TRANSFER PROTOCOL PURSUANT TO UTAH CODE ANN. 63H-7a-208(9).**

Justin Grenier reported that the UCA PSAP 911 Advisory Committee with input from many PSAP centers worked for 6 months to create the proposed CAD to CAD Transfer Protocol. Special thanks go to Karl Kuehn the PSAP director of Layton and Beth Todd with SLVECC for their extended work on this project.

Commissioner Davenport turned the time over to Director Edmunds for comments.

Director Dave Edmunds commented that he is impressed with the protocol that has been created by this committee. There may be a couple of language issues that need to be discussed. UCA would request to postpone a vote on this document until we get the language just right.

Deputy Director Quin Stephens commented that for the most part the document is ready to go. It needs some review that won't change anything the PSAP's are doing presently but will avert some future issues.

Justin Grenier would like to have time to take it back to his committee for review before it is submitted with changes.

**Motion:** Gary Whatcott made a motion to table this item until the next meeting and more information on the item from the staff.

**Second:** Kevin VanTassell

**Vote:** The motion passed with all in favor.

**10. MOTION TO INSTRUCT UCA, UPON RECEIVING VECC'S CONSENT, TO CONDUCT A PROCUREMENT TO RETAIN A CONSULTANT TO PERFORM AN ANALYSIS OF VECC'S CALL ANSWERING TIMES "TO IDENTIFY AND ADDRESS DEFICIENCIES RELATING TO PSAP STAFFING AND TRAINING" PRESENTED BY CHAIRMAN DAVENPORT;**

Commissioner Davenport reported the UCA Board is aware of the audit and its findings and discussed what UCA and the Board can do to address the deficiencies found. The legislature would like some recommendations on what can be done. He suggested perhaps UCA can conduct a procurement and hire a consultant to perform an analysis of VECC's call answering deficiencies finding an outside consultant to assist and identify and address what can be done with VECC PSAP staff and training. He turned the time over to Director Edmunds.

Director Edmunds reported that because the Utah code provides that UCA has a statutory obligation to identify and address deficiencies relating to PSAP staffing and training. SLVECC is the largest PSAP in the state of Utah and it only makes sense that we reach out. This is just a desire to assist only, not take over.

Chairman Davenport emphasized that this is not in the effort to take over, it is in the spirit of trying to help.

Scott Ruf validated the previous discussion. He was hired to look and make changes as necessary and move forward. This is an opportunity to validate some of the decisions that are being made at

SLVECC. They are the largest PSAP in the state which presents challenges but SLVECC is on track with the changes they are making.

Scott Ruf then expressed his appreciation for the efforts that are being made from UCA and feels they have made significant progress in necessary changes in the last 4 months. These checks and balances will keep us on the right path to continue to deliver services.

Kevin VanTassell asked if VECC have identified a roadmap for improvement with a timeline. He thought it would help to get a written process to follow. He mentioned this has been a discussion for the past 5-6 years at the legislature and feels it is worth the time and funds to get a policy.

Scott Ruf returned that the Board of trustees has recognized the issues with performance and he stated he has only been at SLVECC since February. He outlined the significant changes they have already made and the road map/timeline for the near future for additional changes and improvements. He also reported additional changes in the future to prepare for future growth. This status report has been submitted to Senator Harper. Going forward we will be very transparent.

Kevin VanTassell recognized what they have accomplished and thought it would be prudent to move forward with the audit but not to double up on the same efforts.

Scott Ruf feels like it is a partnership between UCA and SLVECC. VECC will continue to move forward and make changes.

Chairman Davenport agreed with what Kevin Van Tassell said and UCA needs to be sensitive to VECC's roadmap that is already in place so that we are not covering the same ground.

Gary Whatcott commented that UCA has been focused on upgrading its hardware but this discussion has identified another role. Glad we are moving to the bigger umbrella role of our cause and purpose and be willing to help and support.

Kevin Van Tassell suggested to make a decision on this subject by at least the next time the board meets or today if the board is prepared to make that decision.

Chairman Davenport gave it to the board to decide and then turned the time over to the Director Edmunds.

Director Edmunds commented that Scott Ruf has given us a timeline of some of the things he is doing and he is certain that Scott Ruf would be willing to share VECC's complete plan with the Board. UCA is the one that will expend the funds and hire the audit to recommend intermediate measures. The procurement and the audit will take some time to do that. The steps would be that UCA would conduct an RFP process with the state purchasing department to hire a consultant,

perform and audit, and recommend intermediate measures with their current process in a proactive way. But to make that happen today, we may not have enough information.

**Motion:** Kevin VanTassell made a motion to let UCA in cooperation with VECC move forward with an RFP for the improvement of the operations and direction to move forward. Additionally, have a report how that is progressing at our next meeting.

**Second:** Lance Davenport

John Park agreed with the motion.

**Vote:** The motion passed with all in favor.

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

Jim Miguel was not present so no report was given.

**12. REPORT FROM PSAP ADVISORY COMMITTEE PRESENTED BY JUSTIN GRENIER;**

Justin Grenier shared that their main focus has been working on the Transfer protocol. Our next meeting tomorrow will cover the legislative audit.

**13. REPORT FROM VECC REGARDING THE PROGRESS IN IMPLEMENTING THE VERSATERM COMMON CAD PRESENTED BY SCOTT RUF;**

Director Scott Ruf reported that there has been great progress since last spring. As of yesterday all of the Fire, EMF Agencies are all on the common CAD platform.

We are already seeing deficiencies improve. He gave the timeline for future agencies to transition over the Common CAD platform. SLC and VECC already seeing 65% reduction in 911 transfers. In January there were approximately 5500 transfers and last month there were 1800 transfers.

**14. GENERAL PUBLIC COMMENTS; AND**

There were not any public comments

Chairman Davenport expressed his gratitude for the UCA board members and for Director Edmunds and his staff.

**15. MOTION TO ADJOURN.**

**Motion:** Dean Cox motioned to adjourn the meeting.

The meeting adjourned at 1:03 p.m.