

PSAP Advisory Committee Meeting

APPROVED Meeting Minutes

February 22, 2024

Welcome

Captain Travis Trotta welcomed the committee members.

Roll Call

The following committee members were present:

- Neil Johnson
- Kevin Rose
- Alicia Gleave
- Justin Grenier
- Travis Trotta
- Lisa Kehoe
- Jeremy Hales
- Wally Perschon

The following committee member was excused:

- Karl Kuehn

UCA Strategic Plan Review by PSAP Advisory Committee

The advisory committee reviewed the updated Utah Communications Authority (UCA) Strategic Plan. Members expressed their appreciation for the revisions and the efforts of the UCA staff. A motion was made to approve the Plan as written and submit it to the UCA Governing Board. The motion passed with unanimous approval.

UCA Training Update

The UCA provided an update on the sponsored training for Center Training Officers and Center Managers. The costs associated with these trainings were outlined, and PSAPs were encouraged to enroll their team members. It was noted that there was higher enrollment for the northern training sessions. Additionally, the committee discussed the prospect of multiple PSAP certifications, and the lodging costs associated with the southern training sessions.

UCA Soft Cutover Update

Michael Veenendaal provided an update on the soft cutover process. He thanked all agencies for their support and preparation, which contributed to the successful programming of systems in Wasatch, Kane, Garfield, Sevier, Piute, and Wayne counties. The committee discussed the importance of adhering to the provided schedule and the logistical benefits of having indoor and drive-through areas. Issues encountered included firmware compatibility on radios. Firmware updates were deemed the

responsibility of the individual agencies. Discussions also covered the brief operational period of the legacy radio system during the transition and the backup PSAP radio options available for consoles. Additionally, the need for further information on audio ports on the Symphony consoles was highlighted.

UCA Logging Recorder Discussion

Goserco will conduct a train-the-trainer course for the UCA logging recorder. Feedback was requested on the format of the recorder training, which will be like the existing Eventide recorder training. The training will be a one-day session, and UCA will send out the dates to all relevant parties.