PSAP Advisory Committee Meeting

Draft Minutes – August 21, 2025

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1. Call to Order & Welcome

- **Facilitator:** Jeremy Hale

- Jeremy thanked participants for their attendance and recognized both original and new members of the committee.

- He also extended thanks to past members for their service and to Tina for assisting with board approvals.

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2. Roll Call – Committee Members

- Heather Perkins – Present

- Chad Imlay – Present

- Karl Kuehn – Present

- Laconna Davis – Present

- Kevin Rose – Present

- Lisa Kehoe – Present

Note: Jeremy advised that Wally may need to be present to approve previous meeting minutes.

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3. Approval of Previous Meeting Minutes

- **Minutes under review:** January 16, 2025, and May 20, 2025.

- Confirmation received from Karl Kuehn that members had reviewed.

- Voting delayed until quorum clarified.

- Later in meeting, Jeremy confirmed that five members present allowed for approval after completion of the Motorola presentations.

- **Motion:** Heather Perkins

- **Second:** Chad Imlay

- **Result:** Unanimously approved.

- Appreciation noted for Lisa Kehoe preparing the minutes and taking notes.

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4. Updates from UCA – Presented by Phil Kreb

a. Duplicate Radio ID Investigation

- Issue: Multiple radios using the same ID (e.g., UHP 719 with 94 hits).

- Risks: Communication/key-up conflicts.

- Plan: UCA will contact identified agencies; agencies may also self-report concerns.

b. Upcoming Outages

- **August 26, 2025 (2:00–2:30 AM):** North & South Salt Lake simulcast sites temporarily offline (no disruption expected).

- **September 3, 2025 (tentative):** System-wide rolling 1-minute outages, staggered by region every 30 minutes beginning at 2:00 AM. More details forthcoming (map release August 27).

c. Audio Quality Issues

- Problem: Volume inconsistencies due to headset variability and Symphony console settings.

- Workaround: Monitor Symphony console audio meters; red spikes indicate tapering issues.

- Next Steps: L3 Harris technicians scheduled for site visits; agencies should submit support tickets to be included.

- **Heather Perkins** noted her center's issues were resolved.

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5. Product Discussion and Demonstrations

a. Audio Quality – Phone Static/Buzzing

- **Kevin Rose** raised static/buzzing issue.

- Phil recommended adjusting gain (lower in Symphony, higher in Vesta).

- Kevin to submit ticket; Melanie to do the same with Motorola.

b. Motorola Rapid Deploy Products Presentation

- **Presenters:** Matt Floria & Steve (Motorola/Rapid Deploy).

- **Products Featured:**

  - **Radius:** Mapping and data integration merging platform.

  - **Eclipse:** Statewide MIS reporting tool, part of CommandCentral suite.

Demonstration Highlights – Radius

- Integrates 911 calls, text-to-911, video, device location.

- Real-time Apple/Google location data.

- Multi-layer GIS, floor plans, movement tracking, incident boards.

- Rapid Video capability with blur option.

- Multilingual AI chat (140+ languages).

- ECC-to-PSAP messaging for real-time coordination (e.g., pursuits).

Demonstration Highlights – Eclipse

- Advanced analytics and reporting (similar to eCATS).

- Real-time dashboards and interactive reports.

- Search, filters, exportable reports, bookmarks, and scheduling.

- Staffing metrics tied to service-level standards.

- Development ongoing; release expected in 2026 with statewide implementation planning.

Q&A Discussion

- Kevin asked about indicators for additional data, SMS video link functionality, and caller ID display issues.

- Steve/Matt committed to follow-up on technical details.

- Tina asked about replacing eCATS with Eclipse; timeline still pending confirmation.

- Jeremy closed session, thanked presenters, and reiterated availability for further demos.

6. Interoperability Training & Cybersecurity Tabletop Exercise

- Jeremy proposed a **statewide tabletop exercise with CISA** to simulate PSAP center outages (e.g., fiber cuts, relocation scenarios).

- Exercise would take ~1 year to build, including IT and partner agencies.

- Goal: Identify gaps in 911 rollover, call overflow, and non-emergency handling.

- **Discussion:**

  - Heather recommended factoring in increased call volume on backup centers.

  - Group agreed that PSAP Advisory Committee should serve as planning body.

  - Broader participation from all 32 PSAPs expected once statewide exercise launches.

  - Motion carried: Committee will act as planning group with subcommittee model as needed.

7. Upcoming Meetings

- **Next Meeting:** November 5, 2025

- **Location:** St. George

- **Time:** 2:45–3:45 PM (in-person with Zoom option available)

8. Adjournment

- **Motion:** Chad Imlay

- **Second:** Lisa Kehoe

- **Result:** Unanimously approved.

Approval of meeting minutes 01-16-25 and 5-20-25