



**PSAP Advisory Committee Meeting
APPROVED Meeting Minutes
August 8, 2024**

Welcome – Travis Trotta

Roll Call – Committee Members

Travis Trotta – present
Jeremy Hales - present
Neil Johnson - present
Karl Kuehn - present
Kevin Rose – absent

Alicia Gleave - present
Justin Grenier – present
Lisa Kehoe - present
Wally Perschon- excused

Approval of June 27, 2024 Meeting Minutes

Tabled

Requests for Additional Call Taking Positions

Melanie has been able to prepare and present additional information the committee requested regarding the bandwidth, capacity and usage for each of the centers to help us make a financially sound final decision on each of these requests, and additionally Davis County and Layton.

- With Bountiful requesting three positions it seemed relevant to add in Layton and Davis County o 20 911 phone positions in Davis County between all three PSAPs
- Bountiful would add three DNs on this system’s capacity, Millard one, Richfield two
- Millard County and Richfield currently do not have enough current bandwidth to add the additional positions. The system was built 1 for 1 in 2020. There is no new bandwidth need for the new building in Box Elder or in Bountiful.
- The bandwidth cost would need to be paid by someone. Millard \$228 and Richfield \$390 per month respectively.
- Current total staffing o Bountiful 15
 - o Box Elder 15 (12 filled)
 - o Millard pending approval 4 additional FTEs
- Consolidation efforts – Bountiful is in process
- FY23 to FY24 call volume comparison – decrease across the board
- Ad-hoc ECATS report for Farmington and Kaysville which Bountiful will take on in January 2025. UGRC reviewed the call volume and it reflected a call volume of 12,780 calls for the two cities. Current Bountiful call volume is 22,776 adding the new cities would be an

approximate new total call volume of 35,556. Taking that amount away from Davis County decreasing their call volume.

- System 1 Capacity: Ring all PSAPs do not add additional DNs. o These four requests are strictly driven on the requested number of added positions, nothing to do with staffing or an ACD environment.

- o Agencies are looking to go to ACD within the next two-three years.

- o Each system has a capacity of 2000. System 1 is 1719 DNs, 85% capacity. Adding the three requested positions will only increase it to 1722, just over 86%.

- o When Layton wants to go to ACD, and potentially CU911, that will take the capacity to 99.75.

- o This does not include the System Selector that still needs to be sorted out.

- System 2 Capacity: Bountiful and Richfield are in this system. o Only adds five going from 1375 to 1380 of the total 2000 available.

- o Relocating positions from Davis County may negate adding onto the system

- o VECC has applied for six additional positions, but have not brought it to the committee

- o Metro is looking at going to an ACD environment. 51 employees with three roles, adding 153 DNs

- o Does not take System Selector into account but otherwise puts it at 77% capacity

- Moving centers from one system to the other or adding a third core will require a re-engineering regardless. 2000 DNs is a system limitation, but it cannot be expanded. Even at 100% it will not affect functionality

- Initial Station Report: Review of the location and percentage of use for each requesting PSAP from ECATs. o Travis Trotta clarified that this information was not able to be shared, only viewed during this meeting.

- o Alicia Gleave asked for clarification if the temporary positions at Richfield had data captured whereas they were connected via copper line jack for the Aastra phones and not the network. The Aastra phone statistics did show up but they were not added to this spread sheet

Discussion was had about using the funds appropriately and using unique methods to develop a complete picture of workload. Layton will be growing as Davis County transitions out of the dispatching service and Layton would step in to that role within approximately two years. Requesting new consoles and then moving those consoles is not a wise use of funds.

Chad Imlay with Millard County reviewed his numbers and noted the second console numbers are low, but those are only 911 calls that the main console is too busy to take. 87% is taken by the first console. Travis Trotta clarified that the one console is staffed all of the time and the second console is only backup.

Alicia Gleave with Richfield DPS reviewed her numbers with the four main consoles being used equally and again expressed her questions on the numbers being captured on the temporary positions specifically the Aastra phone jacks not being included. Motorola discovered that the legacy system functionality is not available with the new NG911 system and call taking ability has been reduced from seven positions down to four.

Amy Woodall with Bountiful reviewed her numbers and noted their four consoles are used evenly and the fifth is used for back up. Bountiful City Chief pointed out that the statistics show that within the county, they process the highest number of calls with the least number of consoles. It was committed that the numbers would be looked at and having that drive the decision and they would like a reallocation of the console and not necessarily having new consoles.

Travis Trotta reiterated that our task, as the PSAP Advisory Committee, is just to review the request and make a recommendation as to whether the need is presented, verified and supported by this committee. The hardest thing is giving up on getting something that you know that you will need in the future. Consoles optimally should be utilized equally understanding staffing changes etc. If you don't

have the bodies for the equipment that cannot be solved here. But if you have the bodies without having the equipment that is this committee's task.

Justin Grenier added to the discussion that VECC has made it known that they will be coming in asking for consoles as well. Discussions have been to hold off until the new system comes in. Studies and projections show that we are going to need more capacity. We are already at capacity on a new system and need to prepare now for the growth.

Tina Mathieu commented and several committee members added their concurrence that moving consoles around the state may be the solution.

Justin Grenier suggested an audit of those 'red' (statistically low use) consoles and utilize them in the best manner across the state. After reallocating those consoles then we can review again and determine if that fixed the problem. These decisions cannot be made on the want, it must be made on the need.

Melanie Crittenden reminded the group that there are command centers on contract that can also be purchased by an agency to help relieve some of these concerns. Alicia Gleave asked for clarification if the laptops have the same DN impact to the system. Each laptop would be one DN without any ACD roles, Aware features, etc. it is licensed as a backup position.

Committee Recommendations

Travis Trotta made the motion for recommendations to the Governing Board be:

- Pull the DPS (Box Elder/Richfield) requests until DPS Administration can review all of the usage statistics across the DPS Centers internally to determine ability to reallocate positions within all DPS centers
- Bountiful numbers match the need to either create or reallocate positions within the county, most likely reallocate from Davis.
- Millard needs the position to continue doing business and funding to be provided by UCA.

Committee Roll call Vote:

Travis Trotta – agree

Jeremy Hales - agree

Justin Grenier - agree

Neil Johnson - agree

Lisa Kehoe - agree

Kevin Rose – left prior to the vote

Alicia Gleave - agree

Karl Kuehn - agree

Wally Perschon – excused

Round Table

Next Meeting

Will be reviewing suggestions from all of the work groups

October 17, 14:00

Motion to Adjourn

Motion: Justin Grenier