



**Utah Communications Authority
Public Safety Advisory Committee meeting
Thursday January 16, 2025 at 1:00 pm**

DRAFT MEETING MINUTES

1. Welcome. Captain Trotta thanked participants for accommodating schedule changes.

2. Roll Call.

Captain Trotta-present

Jeremy Hales-present

Neil Johnson-present

Karl Kuehn-present

Kevin Rose-present

Alicia Gleave-present

Justin Grenier-present

Lisa Kehoe-present

Wally Perschon-present

3. Motion to Approve Meeting Minutes of June 27, 2024.

Correction noted: Bountiful Police Chief should be updated to Ed Biehler. Motion to approve with corrections: Karl Kuehn, second: Jeremy Hales.

4. Motion to Approve Meeting Minutes of August 7, 2024.

Motion to approve without changes: Justin Grenier, second: Neil Johnson.

5. Motion to Approve Meeting Minutes of November 26, 2024.

Minutes were not distributed with the agenda. Distributed during the meeting. Motion to approve: Neil Johnson, second: Jeremy Hales.

6. Bountiful Request for additional Radio Consoles.

Request for three additional radio-equipped consoles to support emergencies, major events and training. Currently of the eight furniture consoles they have, only five with radios per Bountiful City PSAP Director Amy Waldron.

Bountiful City Dispatch has been authorized to increase staffing from 16 to 20 positions in the last budget cycle. Current staffing at 17; recruiting for three additional positions. Busy periods require six active positions, with additional needs for emergencies and training.

Discussion on the necessity of handling resource shortages and ensuring all consoles are fully equipped. Recommendation to adopt a similar approach as phone upgrades to allocate resources effectively.

7. Millard Request for additional Radio Console.

Chad Imlay gave an update on the Vesta system being installed soon, not much to change on the radio side of it. Their staffing, they tried not asking for additional staffing in an election year. The Commissioners turned down a request for additional staff, they will try this again this year.

Challenges for smaller centers were highlighted, including reliance on regional support during infrastructure failures.

Captain Trotta asked if we were okay with us handling the recommendations the same as we did with the phones, Phil Krebs, UCAs Radio Network Division Director, advised that he did not have any concerns with the committee handling it the same way they did as the phone requests.

8. Sub-Committee Updates.

1. **988**-Kevin Rose reminded participants that each PSAP has a distinct phone number for contacting the Crisis Line. If a PSAP does not have this number, they should reach out to obtain it. Weber 911s team, currently working on implementing their distinct number for 988 protocols, visited the Crisis Line to gain a better understanding of its operational processes and how calls are managed. It is highly recommended for others to do the same, as this provides valuable insights and perspective on the Crisis Line's operations.
2. **Call Routing**- Justin Grenier discussed with the group how the failover prohibits recursive routing; efforts to create geo-diverse failover systems were discussed. What is in place does appear to be well organized and thought out.

Challenges include managing large call volumes during critical failures, particularly for consolidated centers. Example: To break up a large center such as VECC into multiple failover options will eventually run into the recursive routing issue thus making this not a viable option. It does not appear that any adjustments to the current failover chart would not create any greater efficiency.

Proposal to share a failover routing chart with the other PSAP's, with Motorola's approval, disclosing sensitive SIP addresses would not be permitted per Motorola through UCAs Melanie Crittenden for distribution.

3. **OTT Software Solutions**-Karl Kuehn mentioned that further information to be provided by the next scheduled meeting. Captain Trotta mentioned that we wanted to look into the OTT that would benefit all PSAPs in the state.
- 9. Motion to select new PSAP Committee Chair and Vice Chair** -Captain Trotta entertained nominations.

Jeremy Hales, the current Vice-Chair, was unanimously elected Chair.

Vice-Chair nomination Lisa Kehoe, unanimously elected Vice-Chair.

10. Next Meeting

April 17th 14:00

- 11. Motion to adjourn:** Jeremy Hales