

PSAP Advisory Committee Meeting Minutes **APPROVED**

Date: October 15, 2025

Location: (Virtual)

Chair: Vice Chair **Lisa Kehoe**

1) Call to Order

Vice Chair Kehoe called the meeting to order and thanked attendees for making time on short notice given challenging schedules.

2) Roll Call / Attendees

Members Present:

- Lisa Kehoe
- Chad Imlay
- Heather Perkins
- Karl Kuehn
- Kevin Rose
- Wally Perschon
- LaCona Davis
- Jeremy Hales (Wasatch County)
- Kordine Nelson

UCA Staff/Guests:

- Melanie Crittenden (UCA)
- Tina Mathieu (UCA)
- Supervisor Carrie Diggs (Wasatch County, guest with J. Hales)

3) Approval of Minutes (August 21, 2025)

- Motion: Approve the minutes of August 21, 2025.
 - Made by: Heather Perkins
 - Seconded by: Chad Imlay

4) Discussion Item

4.1 Wasatch County Request — Additional Call Handling & Radio Console Positions

Presenter: Jeremy Hales (Wasatch County), with Supervisor Carrie Diggs

Request:

- Approval to add one (1) Vesta call handling position and one (1) L3Harris Symphony radio console position at Wasatch County.
- Purpose: Scale to growth, move from current posture to five (5) call-taking/radio positions (inclusive of a supervisor position).
- Background:
 - Since 1997, center operated with two positions; in 2018 moved within the building and added two more.
 - Current staffing footprint: 10 positions (9 dispatchers + 1 supervisor). Request anticipates hiring 2 additional staff (total 12).
 - Planning forward in light of growth, operational trends, and the 2034 Olympics being awarded to Utah.

Operational/Capacity Details (from UCA / Melanie Crittenden):

- NG911 / System One: Wasatch currently has 40 DNs on System One; request adds 1 DN. If approved, total used would be 1,714 of 2,000 available on the system.
- Bandwidth/Infrastructure: Motorola confirmed no additional bandwidth required for the added call handling position.
- Staffing Model: Current minimum 2 / maximum 3 on the floor; Wasatch planning a minimum 2 / maximum 4 model by 2026. Although overnight analytics (1:00–6:00 a.m.) may suggest one position, call-volume realities indicate at least two.
- Call Volumes: FY24/FY25: 911 = 10,030 calls; Admin = 30,556.
- P25 Core Capacity (Region 20 – Wasatch): 66/100 utilization; ample headroom for one additional radio console. Console utilization data shows all positions under 1% utilization, supervisor console under 10%.
- Procurement / Maintenance: Wasatch recommends UCA purchase the L3Harris radio console and Motorola Vesta position to keep equipment under UCA maintenance contracts.

- Hardware Readiness: UCA (per Tina Mathieu) noted 5–6 radio consoles are currently in warehouse inventory. Wasatch has funding set aside for an additional console desk and monitors to be install-ready.

Member Comments:

- Heather Perkins: Supports the request; asked about statewide capacity constraints.
- Response (UCA/Melanie Crittenden): Capacity and bandwidth are sufficient; request adds only one DN; no additional bandwidth; system headroom remains strong.

5) Motions / Votes

- Motion: Recommend approval of one (1) additional Vesta call handling position and one (1) L3Harris Symphony radio console position for Wasatch County, with procurement through UCA and installation coordinated with UCA (including utilization of warehouse consoles as available).
 - Made by; Wally Perschon voiced support and seconded.
 - Vote: Ayes – all present; Noes – none; Abstentions – Jeremy Hales.
 - Result: Motion carried.
 - Note: Tina Mathieu reminded that a vote and formal written recommendation is required from the Committee to UCA; Vice Chair Kehoe acknowledged.

6) Action Items & Next Steps

1. Committee (Kehoe): Draft and transmit the written recommendation to UCA (to Melanie Crittenden and Tina Mathieu) memorializing the approval.
2. UCA (Crittenden/Phil, with Mathieu): Incorporate the Committee's recommendation into a formal UCA letter and confirm procurement
3. Wasatch County (Hales/Diggs):

7) Roundtable

- Vice Chair Kehoe opened the floor; no additional topics were raised.

8) Announcements / Next Meeting

- Next Meeting: Wednesday, November 5, 2025 — St. George, Utah.

- Guests: Motorola representatives including Jeff Freedland, Matt Florio, Don Jackson; representatives from L3Harris will also attend to discuss “Motorola Assist” and related topics.

9) Adjournment

- Motion: Adjourn.
 - Made by: Vice Chair Lisa Kehoe
 - Result: Without objection, meeting adjourned.