



5215 Wiley Post Way, Suite 550
Salt Lake City, UT 84116
Phone 801-840-4200 Fax 801-840-4242
www.uca911.org

**PSAP Advisory Committee Meeting
APPROVED Meeting Minutes
November 26, 2024**

Welcome – Travis Trotta

Roll Call – Committee Members

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

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

Approval of June 27, 2024 Meeting Minutes

Tabled

Approval of August 8, 2024 Meeting Minutes

Tabled

Sub-Committee Updates:

63H-7a-208 (12)- School Safety reporting to State Bureau of Investigation ‘SBI’

Lisa emailed her draft document regarding the reporting guidelines; SIAC is needing pertinent calls for anything involving a weapon. When dispatch is sending initial response, that a notification is also sent to the SIAC. This notification can be sent through an email, digital CAD notification process, or the automated CAD to CAD hub monitored by SIAC, etc.

Karl Kuehn clarified that the term school includes: public schools, private schools, charter schools, but does not include day cares and other similar facilities. It additionally includes higher education, i.e., colleges. Also needing clarification is the definition of ‘near’. After discussion, and review of similar school protection related statutes such as sex offenders, drugs, etc. Per SIAC’s request, the definition of near will be set at 1000 feet (305 meters). This procedure will be in place 24/7/365.

Motion to approve School Safety reporting to SBI:

Motion: Neil Johnson

Second: Jeremy Hales

Unanimously passed

Minimum Standards and Best Practices

Alicia Gleave shared the PDF version of the document and noted numerous adjustments just for document consistency and grammatical adjustments with the major changes being:

- Clarified Minimum Standard #4 to state: “The PSAP shall not allow a telecommunicator to independently process a 911 call, or text to 911, unless the telecommunicator has successfully completed the PSAP’s training program and is currently EMD certified.
- Added specificity to Minimum Standard 5b. for the certification(s) needed to be a PSAP’s lead/primary trainer.
- Removed Best Practice #1. Whereas acceptance of text to 911 is available statewide in the VESTA phone system. Additionally, text to 911 was added into Minimum Standard #4.
- Removed Best Practice #5. Regarding the AGRC reporting that has been not applicable for the past few Performance Reports.
- Added an additional Best Practice, which will be number as the new #5. “The PSAP should implement the State of Utah PSAP Mental Health Crisis Protocol.” Which will be reviewed by the legislative committee and put into place tentatively January 2025.
- Reviewed and updated the Endnotes for statutory references and internet websites to reflect current resources.

Melanie will reformat the document and have it distributed to the PSAPs and published accordingly. Motion to approve Minimum Standards and Best Practices as updated:

Motion: Jeremy Hales

Second: Lisa Kehoe

Unanimously passed

988 Call Transfer Protocol

Kevin Rose advised that there is no new information to report. Hoping that all of the PSAPs are putting forth the effort to educate their staff prior to the implementation which is anticipated to be the first of 2025.

Melanie Crittenden requested that as soon as each PSAP is notified of their direct 10-digit phone number, that they will have their ECATs report hard coded with that information.

Call Routing

Travis Trotta shared that the testing of the call routing is progressing very well and the migration testing is going very well and should be able to push it out to all of the other participating agencies in the near future.

Next Meeting

Discussion on statewide provided VESTA functionalities

January 16, 2025 14:00

Motion to Adjourn

Motion: Alicia Gleave