



**PSAP Advisory Committee Meeting**  
**APPROVED Meeting Minutes**  
**June 27, 2024**

Welcome – Travis Trotta

Roll Call – Committee Members

Travis Trotta – present

Jeremy Hales - present

Neil Johnson - absent

Karl Kuehn - present

Kevin Rose – present

Alicia Gleave - present

Justin Grenier – present

Lisa Kehoe - present

Wally Perschon- present

Approval of February 22, 2024 Meeting Minutes

Motion to approve as presented: Justin Grenier

Second: Wally Perschon

Passed Unanimously

Requests for Additional Call Taking Positions

Bountiful – 3 new positions, currently have 5 positions

Box Elder – 2 new positions, currently have 4 positions

Richfield – 2 new positions, currently have 4 positions

Millard – 1 new position, currently have 2 positions

Resource needs are always going up, but we always need to be conscious of the resources available. We'll hear from each of the center regarding their request

Bountiful Request for Additional Call Taking Positions

Bountiful City Dispatch Director Amy Waldron and Police Chief Ed Biehler presented statement regarding the local areas' efforts toward consolidation and are slated to bring on the police departments and fire department for Farmington and Kaysville January 1, 2025. Doing so creates an additional workload of four department. Their request is for additional consoles for the increased workload as well as a couple back up consoles. They clarified that the backup consoles could be used in the event that Layton or Davis needed to evacuate their center whereas they have shared servers and CAD. The consolidation is in response to a request from the county commissioners, just as Clearfield has already consolidated with Layton, and Bountiful is currently in the middle of a facility remodel and expansion, so the need for this equipment is dire.

The committee clarified that this request is only for the phone system, whereas the changeover to the L3Harris radio system is already in progress and all requests for that initial system closed in May of 2024. Once the new system is fully online there will be a review of the users as to not overwhelm the core capacity.

Chief Biehler requested that the radio console be approved now and have the installation later. Tina Mathieu requested they come back in January/February once everything is cutover and they will entertain new requests at that time. Chief Biehler shared his concerns of taking on this extra workload without the proper equipment and it was clarified that they will not be acquiring additional channels and suggestions were made to adjusting staff responsibilities until the consoles could be obtained.

Kevin Rose inquired if there had been any conversations about reallocating equipment from Davis County, who will no longer have this workload. Through discussion it was determined that during consolidation the possibility of reallocation of equipment between the centers involved is paramount to successful consolidation and has been done with several recent consolidations, i.e. Clearfield to Layton and San Juan to Price. A couple of the agencies throughout the Davis County area which contract with them have received information that dispatching services may be ending at the Davis Dispatch Center and they will need to find other avenues for that contracted service.

Travis Trotta clarified that Bountiful is requesting UCA to pay for the new consoles. He also requested that Melanie look at is the availability of the various parts of the system selector. Melanie responded that things to review would be bandwidth and system selector capacity. Bountiful is on system 2 which is at 69% capacity. Today there is a request from Richfield who is also on system two and she is aware that VECC will be requesting six more consoles in the near future. Karl Kuehn clarified that if the discussed equipment was moved from Davis to Bountiful that there would be a zero impact.

The discussion continued noting that the equipment is ultimately owned by UCA and Tina Mathieu reiterated that consolidations and changes in call volume increases has to be balanced. we run the call volume the positions will be reallocated based on the statistics, which consoles are being used and how much they are being used. The extra consoles are great for the what if, but that is what the system selector was purchased for to allow us to sign in at a different office for the once every five years situation and that feature needs to be utilized. We would prefer that the agencies would work together to reallocate the equipment and resources without needing to purchase new equipment. Reallocation can be a conversation between those agencies and the decision relayed to UCA this committee does not need to be involved in that process.

#### Box Elder DPS Request for Additional Call Taking Positions

Nicole Richards presented on their new building completion in Box Elder. They are requesting two additional consoles to supplement the four existing consoles which are currently fully occupied with staff and trainees. There is no availability for influx staffing. With the new construction there was no availability to grow, however this new location allows for that and DPS is willing to purchase the consoles. Travis Trotta confirmed that Box Elder is on System 1 so that we can recognize the core capacity is at 86%

A clarification of how consoles could be purchased by an agency paying the monthly costs. The leasing is directly with Motorola and that agency, UCA must manage the cores and must manage that. The DN id's is what creates the capacity, not the position. If you are in a key mode environment it takes much less capacity than an ACD environment. It is not just the number of consoles. Melanie Crittenden provided the capability of a DN is 2000.

System 1 is currently at 1719 of 2000. System 2 is currently 1375 at of 2000. There are also several agencies that are in discussions to move over to ACD.

#### Millard County Request for Additional Call Taking Position

Chad Imlay reviewed his current staffing situation. They are looking to hire additional staffing to ultimately have two-person coverage 24/7. Having a third console will allow

having another position on the dispatch floor and to maintain their call answering time which is decreasing and approaching the 95%.

Karl Kuehn and other committee members echoed comments in support of the request that currently only have two consoles leaves a drastic hole if there is ever an equipment failure, leaving them only with one console position.

#### Richfield DPS Request for Additional Call Taking Positions

Alicia Gleave presented her request for two additional consoles. On the legacy phone systems, prior to cutting over to the statewide NG911 phone system, Richfield had four VESTA consoles in addition to three IP based Aastra phone call taking positions. Since the NG911 cutover the existing call taker ability has not functioned and Motorola has spent hundreds of manhours to determine a new IP based phone solution to no avail. During the eclipse in October 2023, two additional phone consoles were temporarily placed to handle the influx of that national event. Having the equipment on site, the request is to keep that equipment. There are active negotiations for a new building with six-eight positions. If approved this request could feasibly fulfill the phone console needs for that expansion. Clarification was made that Richfield is on system two and which has the larger amount of availability, as well as Richfield is prepared to purchase the consoles themselves.

Regarding all of the requests, Kevin Rose requested that UCA/Melanie Crittenden work with Motorola to prepare information on what increases and additional statistics how that would impact the core capacity. Karl Kuehn added that command post laptops are a very beneficial and economical option for this situation, although they still take up the same amount of capacity. Again, many centers are looking at moving to the ACD environment which significantly impacts that capacity.

#### NG911 Strategic Plan Discussion

Melanie Crittenden shared the recommendations document from the consultant located on pages 18-19 which specifically noted the PSAP Committee responsibilities. Jeremy Hales suggested creating focus groups headed by members of the PSAP Committee to join with statewide PSAP directors to discuss the topics and return to the committee with their suggestions for modifications.

- FCC NPRM 23-47: Have upcoming meetings within the next couple of days so she will wait to share that information as well.
- 3.2 Over-the-top solutions: At the mandatory PSAP training, demonstrations were provided to the group for potential solutions. Melanie is requesting a focus group to review and determine what are the next NG core components UCA should focus on for a statewide plan. Karl Kuehn advised that they have tested text from 911 'Rave' system that has been obtained by Motorola VESTA and it has been extremely valuable, and we should look to pursuing that for outbound from 911 texting capabilities. Kevin Rose spoke to extreme usefulness of the VRA that was demonstrated because of the direct impact to the dispatchers. Karl Kuehn will head the focus group on this and a request was made that Melanie obtain a quote for each of these products.
- 3.3 Policy Routing Rules: Need to discuss capacity and cores. It is hard to entertain changes at this point, without discussing these concerns and issues. Karl Kuehn brought up with recent consolidations the map should be reviewed and determined whether routing changes are needed. Justin Greiner will head the focus group together with the VECC as they develop their processes and the statewide options etc. Melanie will help coordinate the scheduling with Motorola, VECC and Justin.

### Review Update of Minimum Standards and Best Practices

Alicia Gleave will head the focus group to update and review of the document is needed. As well as removing #4 regarding the GIS reporting. As well as adding any items that helps us provide better service.

GS2024 HB84 School Safety Amendments – ref 63H-7a-208 (12) With this mandate coming online before December 31, 2024, 911 Centers need to be very proactive about communicating with their school districts and assure that all of the district choices actually work with 911 and not making emotional charged purchases. Lisa Kehoe will head the focus group.

### L3 Harris Soft Cutover Progress

Finishing up with the punch list items at each PSAP. UCA has been working on the P25 system with their crew and have discovered some problems and getting those corrected. Radio Division is working with the Programming Team to help them with their tasks.

### Open Public Comment

Kevin Rose inquired how the Verizon LBR routing is moving forward. Melanie advised that it must be happening internally because there has not been any communication with UCA regarding it going into the VESTA server prior to the routing.

### Next Meeting

August 8, 14:00 – Will have initial report back from each focus group.

### Motion to Adjourn

Motion: Justin Grenier