
Utah PSAP Advisory Committee

Meeting Minutes

Date: Wednesday, January 14, 2026

Time: 2:04 PM

Location: Virtual / Recorded

Recorder: Committee Recording

1. Call to Order & Roll Call

The meeting was called to order at 2:04 PM lead by Chair Jeremy Hales

Present:

- Jeremy Hales
- Lisa Kehoe
- Chad Imlay
- Heather Perkins
- Kordine Nelson
- Wally Perschon
- Kati Peters

Not Present:

- Karl Kuhn (conflicting commitments)
- Kevin Rose
- Jenny Swenson

UCA Staff

- Melanie Crittenden

A quorum was confirmed.

2. Approval of Previous Meeting Minutes (October 15, 2025)

It was noted that Kordine Nelson was present at the October 15, 2025 meeting but was inadvertently omitted from the attendance list in the draft minutes.

Motion: Amend the October 15, 2025 minutes to add Kordine as present.

- Moved by: Chad Imlay
- Seconded by: Wally Perschon
- Vote: Unanimous approval

Motion: Approve the October 15, 2025 minutes as amended.

- Moved by: Heather Perkins
- Seconded by: Kordine Nelson
- Vote: Unanimous approval

3. Interoperability Exercise Planning

Melanie provided an update regarding the planned statewide PSAP interoperability exercise, previously discussed in August.

Key Points:

- CISA involvement was delayed due to the federal shutdown.
- Coordination has resumed with Gordy Coles (CISA).
- Target date remains early June 2026 (tentatively first week).
- The exercise will be tabletop-based and mandatory, as required by statute.
- Planning committee meetings are proposed to be bi-weekly and in-person, transitioning to monthly closer to June.

Volunteers for the Planning Committee:

- Heather Perkins
- Chad Imlay
- Jeremy Hills
- Lisa Kehoe
- Kordine Nelson

The UCA office was proposed as the primary meeting location, pending conference room availability.

Exercise Scope Discussion:

Members supported expanding the exercise beyond call rollover to include:

- Radio systems
- CAD interoperability
- Phone system failures
- Call forwarding vs. logged-in seat scenarios
- CAD access across differing systems
- IT coordination during relocations

Several members shared real-world outage and evacuation experiences reinforcing the need for comprehensive, realistic scenarios.

Future Planning Concept:

- Development of a 3–4 year interoperability and COOP planning cycle
- Potential COOP training offering in FY27
- Regional tabletop exercises in future years

Action Items:

- Melanie to coordinate scheduling with Gordie Coles.
- Planning committee members to begin bi-weekly meetings.
- Melanie to confirm location and dates.
- Melanie to contact absent members regarding participation.

4. Leadership Elections

Jeremy noted the completion of his term as Chair/Vice Chair and opened the floor for elections.

Chair Election

Nominee: Lisa Kehoe

- Motion: Heather Perkins
- Second: Chad Imlay
- Vote: Unanimous approval

Lisa Kehoe accepted the position of Chair, Utah PSAP Advisory Committee.

Vice Chair Election

Nominee: Heather Perkins

- Motion: Lisa Kehoe
- Second: Chad Imlay
- Vote: Unanimous approval

Heather Perkins accepted the position of Vice Chair.

5. Training Updates – NENA Excellence in Dispatch (EID)

Melanie provided updates on statewide PSAP training efforts.

Updates:

- NENA CTO classes are filling quickly.
- Discussion focused on offering the NENA Excellence in Dispatch (EID) Certificate.
- Certification requires 3 of 5 NENA courses within two years.
- Courses under consideration:
 - Call Handling / Customer Service
 - Tunnel Vision
 - Call/Stress Management
- Fire and Police Dispatch courses may not be universally applicable.
- Online delivery may increase participation but presents engagement challenges.
- On-site training remains the preferred option where feasible.

Additional Notes:

- Classes are 6 hours each.

- UCA funding may support select courses.
- Certificate application process is straightforward and low/no cost.

Action Items:

- Melanie to continue discussions with NENA regarding trainer availability and delivery format.
- Members to email Melanie FY27 training suggestions, including COOP planning training.

6. Round Table

- Members noted upcoming legislative session awareness.
- No additional issues were raised.

7. Adjournment

Motion to Adjourn:

- Moved by: Jeremy Hales
- Seconded by: Chad Imlay
- Vote: Unanimous

Meeting adjourned.