APPROVED Meeting Minutes

Date: January 16, 2025
Time: 1:00 PM – 1:37 PM
Location: Virtual Meeting
Chair: 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 – present
- Lisa Kehoe - present
- Wally Perschon- present

Agenda

1. Roll Call and Opening Remarks

2. Approval of Previous Meeting Minutes

3. Bountiful Dispatch Center: Request radio equipped consoles x3

4. Millard County Dispatch Center update

5. Subcommittee updates

6. Failover Routing and System Improvements

7. Election of Chair and Vice-Chair

Key Discussion Points

1. Roll Call and Opening Remarks

- Travis Trotta thanked participants for accommodating schedule changes.

- Roll call conducted; Kevin joined late.

2. Approval of Previous Meeting Minutes

- June 1 Minutes: Correction noted: Bountiful Police Chief should be updated to Ed Biehler. Motion to approve with correction: Karl Kuehn, second: Jeremy Hales.

- August 8 Minutes: Motion to approve without changes: Justin Grenier, Second: Neil Johnson.

- November 26 Minutes: Minutes were not distributed with the agenda. Distributed during the meeting. Motion to approve; Neil Johnson, Second: Jeremy Hales.

3. Bountiful Dispatch Center Console request x3

- Console Request: Request for three additional radio-equipped consoles to support emergencies, major events and training. Currently of the eight furniture consoles they have, only five are radio-equipped consoles per Bountiful City Dispatch 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.

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

4. Millard County – Update- (Chad Millerd present to speak on behalf of Millar County).

- Vesta system being installed on the 18th on the third console during the scheduled update. Not having the third console fully equipped has proven to be problematic operationally if a console is experiencing a software or radio update rendering only one available for use. Staffing increase request has been denied previously by administration. However, a new staffing request will be submitted again this year to accommodate having two fulltime employees staffed 24/7. Currently they have two people 8am to 10pm seven days a week and relies on Richfield for graveyard shift support.

5. Subcommittee update:

988 Crisis Line Protocols

- 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 County's 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.

Failover Call Routing and System Improvements (Justin Grenier).

- Failover rules prohibit recursive routing; efforts to create geo-diverse failover systems 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 without with the other PSAP's, with Motorola's approval, disclosing sensitive SIP addresses would be permitted per Motorola through Melanie Crittendon with UCA for distribution.

Karl Kuehn, further information to be provided by the next scheduled meeting.

- Chair and Vice-Chair will coordinate with Melanie to ensure subcommittees focus on actionable items and what the strategic plan reads. This will ensure the committee is on the same page as Melanie with respect to the strategic plan and are moving in the same direction to make sure we are fulfilling what the plan states we should be doing for 911.

6. Election of Chair and Vice-Chair

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

- Vice-Chair nomination Lisa Kehoe. Unanimously elected Vice-Chair.

Key Decisions and Actions

1. Meeting Minutes:
   - June 1 and August 8 minutes approved.
   - November 26 minutes approved.
2. Bountiful Dispatch Center: Support for console request noted.
3. Failover Routing:
   - Develop a simplified failover chart for review/reference while maintaining confidentiality.

4. Subcommittee Work:

   o Subcommittees to align objectives with the strategic plan and present updates in future meetings.

5. Chair and Vice-Chair Election:

   o Jeremy Hales elected Chair. Lisa Kehoe elected Vice-Chair.

Next Meeting: April 17th 14:00

Motion to Adjourn
Motion: Jeremy Hales