

**From:** [UCA911@i4clients.net](mailto:UCA911@i4clients.net)  
**To:** [UCA APP Advisory COMM](#)  
**Subject:** Submission  
**Date:** Wednesday, June 11, 2025 4:32:13 PM

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A new website form has been submitted

- **Name::** Kordine Nelson
- **Email:** ksnelson@utah.gov
- **Which position are you applying for?:** A PSAP managed by the Department of Public Safety
- **Why do you want to serve as a member of one of UCA's Advisory Committees?:** I want to represent the Department of Public Safety on the UCA PSAP Advisory Committee. I am committed to developing leaders for today and the future while making positive changes in the 9-1-1 industry and leadership roles for the State of Utah.
- **Please explain how you meet the criteria to serve in your selected position and give a brief summary of your relevant knowledge and experience.:** I meet the criteria of a PSAP managed by the Department of Public Safety because I am the Manager of the DPS Price Communications Center. I have been a dispatcher since 2007 and was promoted to Supervisor in 2012 and then Manager in 2020. Throughout my career, I have gained extensive knowledge about dispatch operations. I care about 9-1-1, and I am eager to learn more that will further my understanding of the 9-1-1 industry.

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**To:** [UCA APP Advisory COMM](#)  
**Subject:** Submission  
**Date:** Wednesday, June 11, 2025 4:04:26 PM

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A new website form has been submitted

- **Name::** Laonna Davis
- **Email:** [laonnadavis@utah.gov](mailto:laonnadavis@utah.gov)
- **Which position are you applying for?:** A PSAP from a county of the 5th or 6th class
- **Why do you want to serve as a member of one of UCA's Advisory Committees?:**  
To stay informed of issues and future implementations regarding public safety, 911, EMS and Fire for counties of the six class.
- **Please explain how you meet the criteria to serve in your selected position and give a brief summary of your relevant knowledge and experience.:** I'm writing to introduce myself as someone with over 30 years of experience managing the DPS-Uintah Basin Communications Center. In this role, I've had the opportunity to work closely with law enforcement, EMS, and fire services in implementing new technologies. Our consolidated dispatch center also includes Daggett County, which is classified as a 6th class county.

I actively participate with the Utah PSAPs and our local PSAP to stay informed about the continuous advancements and new technologies within public safety. It is a priority for me that we consistently explore innovative approaches to maintain efficiency across all aspects of emergency communications.

Thank you for your time.

Sincerely,  
Laonna

## Melanie Crittenden

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**From:** UCA911@i4clients.net  
**Sent:** Tuesday, May 27, 2025 9:34 AM  
**To:** UCA\_APP\_Advisory\_COMM  
**Subject:** Submission

A new website form has been submitted

- **Name::** Jenny Swenson
- **Email:** jswenson@grandcountysheriff.org
- **Which position are you applying for?:** A PSAP from a county of the 5th or 6th class
- **Why do you want to serve as a member of one of UCA's Advisory Committees?:** I am interested in serving on one of UCA's Advisory Committees because I believe in the power of collaboration to shape meaningful, forward-thinking initiatives. UCA plays a pivotal role in supporting and advancing the interests of its diverse community, and I see this as an opportunity to contribute my skills, perspective, and experience to that mission. I want to help offer constructive feedback and support the implementation of initiatives that positively impact PSAPs, telecommunicators, and the broader community. Serving on the committee would allow me to both give back and grow professionally by learning from others who are equally committed to the UCA's and Utah PSAPs' success.
- **Please explain how you meet the criteria to serve in your selected position and give a brief summary of your relevant knowledge and experience.:** I bring 17 years of experience in public safety communications, serving as both a dispatcher and a supervisor in a county of the 5th/6th class with a county-run PSAP (Public Safety Answering Point). Over the course of my career, I have developed a strong understanding of emergency communication operations, personnel management, and the evolving challenges that PSAPs face—particularly in smaller or more rural counties where resources can be limited but demand remains high.

As a supervisor, I've gained experience in policy implementation, training, and quality assurance, as well as firsthand knowledge of the coordination required between dispatch, law enforcement, EMS, and fire services. I understand the importance of efficient, responsive systems and have advocated for improvements in technology and protocols to enhance service delivery.

My background equips me to represent the interests and realities of similarly sized counties and PSAPs on the committee. I am confident I can contribute meaningful insights, promote practical solutions, and collaborate effectively with others to support the goals of UCA and the communities we serve.

## Melanie Crittenden

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**Sent:** Tuesday, May 27, 2025 9:34 AM  
**To:** UCA\_APP\_Advisory\_COMM  
**Subject:** Submission

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- **Name::** Jenny Swenson
- **Email:** jswenson@grandcountysheriff.org
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## Melanie Crittenden

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**From:** UCA911@i4clients.net  
**Sent:** Thursday, May 22, 2025 11:17 AM  
**To:** UCA\_APP\_Advisory\_COMM  
**Subject:** Submission

A new website form has been submitted

- **Name::** Chad Imlay
- **Email:** cimlay@millardcounty.gov
- **Which position are you applying for?:** A PSAP managed by a county
- **Why do you want to serve as a member of one of UCA's Advisory Committees?:** I have been the PSAP manager for Millard County Sheriff's Office for five years now. When I started I had several directors Regina, Lisa Burnette, Paul, and Neil all took me under their wings and help me get my feet under me. I feel like I have now got the basics on what the job entails and have got to know most all the other directors across the state. I would like to add to this and be able to reach out to other directors and expand on this network to help all of us improve our 911 family.
- **Please explain how you meet the criteria to serve in your selected position and give a brief summary of your relevant knowledge and experience.:** Millard County Sheriff's is the sole PSAP in the county. First off I will let you know I and no Kevin Rose when it comes to technology. What I do bring to the table is the desire to make things work and keep them as simple and cost effective as possible. I was on the sub comity that Alicia chaired for updating minimum standards and best practices, also I helped serve on the sub comity under Kevin Rose for the 988 PSAP implementation, I am also serving this year on the TAC advisory bord.

**From:** [UCA911@i4clients.net](mailto:UCA911@i4clients.net)  
**To:** UCA APP Advisory COMM  
**Subject:** Submission  
**Date:** Tuesday, May 20, 2025 12:02 PM

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A new website form has been submitted

- **Name:** Heather Perkins
- **Email:** [hperkins@provo.gov](mailto:hperkins@provo.gov)
- **Which position are you applying for?** A PSAP from a county of the 2nd class
- **Why do you want to serve as a member of one of UCA's Advisory Committees?** I appreciate how well run our 911 system is on a statewide level and I have a lot of passion and interest in making sure the needs of our 911 centers continue to be addressed in a well thought out manner.
- **Please explain how you meet the criteria to serve in your selected position and give a brief summary of your relevant knowledge and experience.:** I am the Communications Center Manager for a PSAP (Metro Emergency Communications) in a county of the second class. I have worked in 9-1-1 for 25 years. I have a bachelors degree in business management, and I have some experience in working with state representatives for legislative changes relating to 911 dispatch centers.

**From:** [UCA911@i4clients.net](mailto:UCA911@i4clients.net)  
**To:** UCA APP Advisory COMM  
**Subject:** Submission  
**Date:** Tuesday, May 21, 2025 4:52:40 PM

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A new website form has been submitted

- **Name:** Heidi Healy
- **Email:** [hhealy@cu911.org](mailto:hhealy@cu911.org)
- **Which position are you applying for?** A PSAP from a county of the 2nd class
- **Why do you want to serve as a member of one of UCA's Advisory Committees?** I have recently assisted on a sub-committee in reviewing the Standards and Best Practices. While PSAP's grumbled statewide when these were first introduced I believe about 7 years ago, I feel they have motivated centers to raise the bar and improve their performance. I would love the opportunity to be a part of continuing to improve callers experience when they have a need to call 911.
- **Please explain how you meet the criteria to serve in your selected position and give a brief summary of your relevant knowledge and experience.** Before working at Central Utah 911, I spent 24 years at a small, two position PSAP in Pleasant Grove. Eight of those years I was the main Communication Supervisor. In 2020 it was decided that it was in the best interest of Pleasant Grove to consolidate with Central Utah 911. Going through this experience was a roller coaster! Having said this, I have been on both sides of the fence, being with a small center and now a large center. I now understand the benefits of consolidation. I see why the state has been taking a hard look at the amount of PSAP's across our state. I think my experience in a small center, now one of the larger ones, can be beneficial in continuing to improve 911 statewide. Being the Executive Director at Central Utah 911, I have the experience of working with both our Board of Operations, and also Board of Directors. I am aware of the steps that must be taken before certain changes can take place or implemented. Another reason I would love to be involved with the PSAP Advisory Committee, is the opportunity to LEARN! We have incredible leaders in our PSAP's that have so much knowledge. Working more closely with some of them makes me excited for the ability to become better for myself and my center and agencies we service. Thank you for your consideration, Heidi Healy