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VIA E-MAIL

March 6, 2026

**Re: Springville Public Safety – Additional NG911 Phone and P25 Radio Console Position Request**

Dear Executive Director Mathieu,

Pursuant to Utah Administrative Code R174-1-306(1)(a) and R174-1-506(1)(a), upon receipt of a written request, the PSAP Advisory Committee, the Authority’s 911 Division Director, and the Authority’s Radio Division Director are required to issue recommendations to the Executive Director analyzing the PSAP’s justification for the request.

The 911 and Radio Divisions have received a formal written request from the Springville Public Safety to add one (1) NG911 phone position and one (1) P25 radio console.

Please consider this our formal joint recommendation.

**Executive Summary**

After reviewing the call volume data for the Springville PSAP from 2024–2025, current and projected staffing levels, and system technical capacity, both divisions conclude that the existing NG911 and P25 radio infrastructure can accommodate the requested additions without exceeding system limitations. This document satisfies the UCA requirements listed in Administrative Rule 174-1-306(1)(a) and R174-1-506(1)(a).

**Committee Review**

The PSAP Advisory Committee reviewed this request during its meeting on March 2, 2026. UCA staff presented call volume data, staffing projections, NG911 system capacity, utilization metrics, and P25 radio core capacity analysis. Here is the PSAP Advisory Committee’s recommendation:

*“The committee recommends moving forward with adding one additional VESTA phone console for Springville Public Safety’s PSAP, with the expectation of a future request for an L3 Harris radio console if staffing is added.”*

**UCA Operational Analysis**

The following reports for calendar years 2024 and 2025 were reviewed (copies available upon request):

- Top PSAP Metrics
- Initial Station Total Calls
- PSAP Rollover Calls per Hour

- UCA PSAP Request Overview
- PSAP Usage Report Calendar Year 2025

The **PSAP Metrics** report provides 911 and administrative call volumes as well as call answering performance. The **Initial Station Total Calls** report identifies all 911 phone positions and annual call volume per position. The **PSAP Rollover Calls per Hour** report reflects instances where calls rolled to a designated backup PSAP due to staffing or workload constraints. The **UCA PSAP Request Overview** report provides metrics related to historic and projected 911 call volume, floor staffing levels, and system loading. The **PSAP Usage Report Calendar Year 2025** shows the percentage of usage on a greater scale. The last column captures the average 911 call volume per position. By reviewing this data, you will see that statewide, Springville falls right in the middle of the data and nearly represents the statewide average call loading per console.

Analysis of these reports indicates that the three existing 911 phone positions at Springville are sufficient for current workload.

In calendar year **2025**, Springville handled **8,558** 911 calls across three positions. Utilization of those positions were as follows:

- Position 1: utilized 43.27% of the time
- Position 2: utilized 37.33%
- Position 3: utilized 19.40%

### **Staffing Overview**

- **Springville PSAP** budgets for 9 full-time and 8 part-time employees. They have requested one additional full-time employee but has yet to receive budget approval. The PSAP typically utilizes 2-3 positions daily.
- **UCA** projects the average floor staffing for the Springville PSAP is 2.5 employees. This is based on information provided by the PSAP Manager and other similar sized PSAPs data.

Regarding system capacity, the addition of one NG911 phone position will not require an increase in bandwidth. Additionally, the addition of one P25 radio console position will not impact the Region 30 P25 radio core.

### **Final Recommendation**

Springville's CY25 numbers in Table 1 reflect an average loading of 2,121 calls per console and 3,394 911 calls per dispatcher, which is approximately half of the workload of neighboring Utah County PSAPs. The discussion during the PSAP Advisory Committee meeting focused primarily on surge capacity rather than a demonstrated need based on call volume and current staffing levels. Given the information currently available, UCA would need to see additional justification for a fourth position if adequate staffing is not available to support the position on a regular basis.

	Floor Positions	Position located off PSAP floor	MIN floor staff	MAX floor staff	Estimated Average Floor Staff	CY25 911 Call Volume	Anticipated Yearly 911 Call Volume	Average Calls per floor Console	Average 911 calls per average floor staff
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Utah County PSAPs									
Central Utah 911	17	2	12	16	14	91,249	91249	5,368	6,518
Metro	12	1	8	12	10	51,799	51799	4,317	5,180
<b>Springville Historic</b>	3	N/A	2	3	2.5	8,485	N/A	2,828	3,394
<b>Springville Proposed</b>	<b>4</b>	<b>N/A</b>	<b>2</b>	<b>3</b>	<b>2.5</b>	<b>8,485</b>	<b>8,485</b>	2,121	<b>3,394</b>

Table 1 - Comparative PSAP Staffing and Call Volume Analysis

After review of call volume, staffing, system capacity, the average calls per console statewide and PSAP Advisory Committee input, the 911 and Radio Divisions recommend that the Springville Public Safety request for an additional NG911 phone position and P25 radio console be denied at this time.

This recommendation is based on current operational data. Should future call volumes, staffing, or operational demands increase, Springville PSAP may submit a subsequent request for review consistent with R174-1-306 and R174-1-506.

We find that the request is not operationally necessary currently and recommend denial until budget approval and additional evidence supports the need for a fourth position.

Please let us know if you have any questions or need additional information. We would be happy to discuss this further if needed.

Thank you for your consideration.

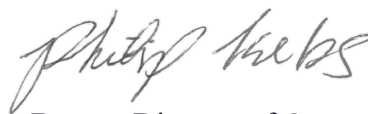
Sincerely,

Melanie Crittenden



911 SME  
Utah Communications Authority

Phil Krebs



Deputy Director of Operations  
Utah Communications Authority