



5215 Wiley Post Way, Suite 550
Salt Lake City, UT 84116
Phone 801-840-4200 Fax 801-840-4242
www.uca911.org

VIA E-MAIL

March 6, 2026

Re: Layton City Police – Request for reallocation of five (5) NG911 Phone and six (6) P25 Radio Console Positions

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 Layton City Police PSAP to reallocate five (5) NG911 phone positions and six (6) P25 radio console positions from the Davis County Sheriff's Office PSAP to the new consolidated Layton City Police PSAP facility. If approved as submitted, Layton PSAP would have a total of twelve (12) NG911 phone positions and twelve (12) P25 radio console positions.

Please accept this letter as our formal joint recommendation.

Executive Summary

After reviewing combined call volume data for Layton and Davis County 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 reallocation 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 UCA PSAP Advisory Committee recommends moving forward with Layton PD's PSAP's request to reallocate five VESTA and six L3 Harris radio positions from Davis County Sheriff's Office to Layton, as part of ongoing PSAP consolidation.”

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

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.

Analysis of these reports indicates that the six existing 911 phone positions at Layton and the six existing 911 phone positions at Davis County are currently sufficient to manage present workloads.

In calendar year **2025**, Layton handled **27,455** 911 calls across six positions. Utilization for the primary positions were as follows:

- Position 1: 17.78%
- Position 2: 19.83%
- Position 3: 19.07%
- Position 4: 20.32%
- Position 5: 8.55%
- Position 6: 14.42%
- Position 7: .04% (this position is located in the supervisor's office)

Davis County handled **17,545** 911 calls distributed across six positions:

- Position 1: 6.75%
- Position 2: 11.35%
- Position 3: 24.41%
- Position 4: 16.48%
- Position 5: 28.24%
- Position 6: 12.76%

It should be noted that in January 2025, Kaysville and Farmington calls were reassigned from Davis County to Bountiful, resulting in an approximate decrease of 13,000 calls for Davis County in 2025.

Staffing Overview

- **Layton City Police PSAP** budgets for 22 full-time and 3 part-time employees and are currently staffed with 19 full-time and 3 part-time employees. The PSAP utilizes 4–6 positions daily, with a 7th position located in a supervisor's office primarily used for administrative purposes.

- **Davis County Sheriff’s Office PSAP** budgets for 25 full-time and 3 part-time employees and is currently staffed with 19 full-time and 2 part-time employees, utilizing 4–6 positions daily.
- **UCA** projects the average floor staffing for the consolidated PSAP will be 7.5 employees. This is based on information provided in the Layton Reallocation Request Letter and other similar sized PSAPs data.

With the planned consolidation between Layton and Davis County, Layton has budgeted for 47 full-time and 5 part-time employees to support combined operations.

While adding additional NG911 phone positions at Layton will require increased system bandwidth at their site, the corresponding circuits at Davis County will be decommissioned upon consolidation, resulting in no net system expansion on the NG911 contract.

Regarding radio capacity, the reallocation of six P25 radio consoles will not change system loading of the Region 20 P25 radio core.

Final Recommendation

Layton’s calendar year 2025 call volume shown in Table 1 reflects an average loading of **4,576 911 calls per console** and **6,101 911 calls per dispatcher**. Factoring in the additional calls anticipated from consolidation, the newly consolidated PSAP is estimated to require **10 floor consoles and 1 off-floor console** to maintain operational loading consistent with historic levels.

	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
Davis County PSAPs									
Bountiful	7	N/A	5	6	5.5	34,667	34,667	4,952	6,303
Davis	6	N/A	4	6	5	17,545	17,545	2,924	3,509
Layton Historic	6	1	3	6	4.5	27,455	27,455	4,576	6,101
Layton Proposed	10	1	6	9	7.5	N/A	45,000	4,500	6,000

Table 1 - Comparative PSAP Staffing and Call Volume Analysis

After reviewing call volume data, staffing levels, system capacity, and PSAP Advisory Committee input, the UCA 911 and Radio Divisions jointly recommend approval of a modified reallocation as follows:

- **Four (4) NG911 phone positions** – Reallocated from Davis County Sheriff’s Office PSAP
- **Five (5) P25 radio console positions** - Reallocated from Davis County Sheriff’s Office PSAP

This would result in a total of **eleven (11) phone/radio positions** supporting the consolidated Layton PSAP.

This recommendation is further supported by Bountiful PSAP’s operational loading also shown in Table 1, which closely aligns with Layton’s historical workload and projected loading following consolidation.

This recommendation is based on currently available call volume data, staffing projections, and operational modeling for the consolidated PSAP. Should future call volumes, operational demands, or staffing models significantly change following consolidation, the Layton City Police PSAP may submit a subsequent request for review consistent with R174-1-306 and R174-1-506.

We find that the modified reallocation of 11 consoles is operationally justified, technically feasible, and fiscally responsible as costs associated with the move will be borne by the requesting PSAP, and UCA would continue to fund the 11 NG911 phone and P25 radio console positions at the consolidated Layton City PSAP.

Please let us know if additional information is needed. We would be happy to provide further documentation or discussion at your convenience.

Thank you for your consideration.
Sincerely,

Melanie Crittenden



911 SME
Utah Communications Authority

Phil Krebs



Deputy Director of Operations
Utah Communications Authority