



🏠 **Location:** 3047 N. 400 W. Spanish Fork, UT
84660
📅 **Date:** Feb 8, 2024
🕒 **Time:** 0900

Board of Directors

I. Call to order: Terry Ficklin, Chairman

II. Consent Calendar: Terry Ficklin Chairman

- a) Meeting Minutes for December 14, 2023
- b) Warrant Register for December 2023 and January 2024
- c) Financial Statements

III. Business and Action Items:

- a) Election for Vice-Chair

IV. Policies

- a) 03.03 Job Share Employees – revised, Suzee
- b) 9.15 Audit Policy – revised – Operation Managers
- c) 11.05 Call Processing – revised, Operation Managers
- d) 11.11 Text to 911 Call Processing – revised, Operation Managers
- e) 11.16 No Contact Order Notifications – revised, Operation Managers
- f) 12.12 Keep the Peace – revised Operation Managers
- g) 14.04 Medical Helicopter Call Out – revised, Operation Managers
- h) 18.04 Shift Trades – revised, Operation Managers

V. Operations Chair Report: Chief Eddie Hales

Directors Report: Heidi Healy Executive Director

VI. Open Forum

Next Meeting: March 14, 2024

Attendance in person or
ZOOM Meeting



BOARD OF DIRECTORS
Meeting Minutes
Thursday, December 14, 2023
Central Utah 911 Dispatch
3047 N 400 W
Spanish Fork, UT

Members in Attendance:

Shane Sorensen, Alpine City, via Zoom
Rob Shelton, American Fork City, Vice-Chairman, via Zoom
Denise Anderson, Town of Cedar Hills
Jared Peterson, Elk Ridge City
JC Reynolds, Town of Goshen
Brittney Bills, Highland City, via Zoom
Marvin Kenison, Juab County
Seth Atkinson, Nephi City, via Zoom
Scott Spencer, Payson City, via Zoom
Mark Christensen, City of Saratoga Springs, via Zoom
Terry Ficklin, Salem City, Chairman
Seth Perrins, Spanish Fork City, via Zoom
Dorel Kynaston, Woodland Hills, via Zoom

Absent Members:

Wyatt Cook, Town of Cedar Fort
Jeff Weber, Eagle Mountain City
William McMullin, Town of Genola
Brad Gurney, Town of Fairfield
Jason Walker, Lehi City
Eric Jensen, Pleasant Grove
Norm Beagley, Santaquin City
Mike Smith, Utah County
Ezra Nair, Vineyard City

Others in Attendance:

Vaughn Pickell, Central Utah 911 Legal Counsel
Heidi Healy, Central Utah 911, Executive Director
Noreen Stone, Central Utah 911, Operations Manager
Tricia Breinholt, Central Utah 911, Operations Manager
Suzee Anderson, Central Utah 911, Business Manager
Rachel Glassford, Central Utah 911, Performance Development Manager
Jon Haderlie, Larson & Co

Call to Order

Terry Ficklin called the meeting to order at 9:08 a.m. due to microphone issues.

Consent Calendar

Terry Ficklin reviewed the consent calendar. The first item on the consent calendar is meeting minutes, the second item is the warrant register for September, October and November. The third item is the income statement for the 3rd quarter 2023. Terry Ficklin asked if there was a motion for the entire consent calendar or if there was a desire to do them individually.

Rob Shelton made a motion to approve the entire consent calendar.

Marvin Kenison seconded the motion and the motion passed unanimously.

Business and Action Items

Audit Report

Jon Haderlie, representing Larson & Co, appeared to give the audit report. He stated there were changes to the initial report and updated the Executive Director to Heidi Healy. The audit has been completed for a couple of months. He stated the process was really smooth. As auditors there are opinions that are required in the financial audit. First is on the financial statements. It is an unmodified or unqualified, clean opinion. He encouraged all to read through the audit report to understand where the standards come from along with the responsibilities of the board and the responsibilities of the auditors. One of the boards and auditors responsibilities is if events arise that prevent continuing in business, the event is identified along with ideas on how to overcome the issue. This is due to COVID. A lot of companies didn't want to disclose the effect COVID had on business. This made the incorrect financial statements. Two reports that are required to issue are the report stating the use of Government Auditing Standards. This requires more testing on the budget, expenses and internal controls. Internal controls are not tested, but rather making sure they are in place and functioning. In a smaller organization it is hard to have complete separation of duties. There were not any deficiencies. The second report is on compliance with Utah State Code. This is an unmodified or unqualified opinion. The areas are outlined in the letter to management. It is not a legal opinion nor is it an opinion on the entirety of the state code. Jon Haderlie encouraged everyone to read through the management letter. He reviewed the management letter. He identified the significant risks as improper revenue recognition, cash disbursements and potential management bias, financial statement estimates and management's ability to override controls. He gave examples of each of these areas. There were no issues found. He spoke highly of the management team and their responsiveness. **Mark Christensen** requested the cliff notes version. **Jon Haderlie** encouraged the board to look at the financial trend. Revenues went up and then down while expenditure continued to rise. **Mark Christensen** thanked Mr. Haderlie.

Seth Perrins made a motion to accept and approve the FY2023 audit.

Mark Christensen seconded the motion and the motion passed unanimously.

Policies

12.01 Police Dispatching

Tricia Breinholt explained the numbering was fixed along with adding 10-18 to the approved 10 codes. A note was also added that the channel marker is suspended.

12.07 Attempt to Locale (ATL's)

Tricia Breinholt explained the revision was basic grammatical changes along with the addition that if the ATL involved officer safety, the caution warning would be extended to 4 hours.

12.16 Pursuits

Tricia Breinholt stated the revisions were to formatting. There is also a directive to zone the CAD call to all so other agencies can see.

12.23 Silver Alert

Noreen Stone stated this is a new policy that was created to be in compliance with BCI.

16.01 BCI-UCJIS

Noreen Stone explained the formatting was updated along with the testing and training frequency.

16.02 Terminal Agency Coordinator

Noreen Stone explained the formatting was updated and training and testing frequency was updated also per new BCI rules.

Terry Ficklin inquired if anyone would make a motion on all policies or would it be better to break them down.

Mark Christensen made a motion to approve all policies as presented.

Shane Sorensen seconded the motion and the motion passed unanimously.

Director's Report

Director Heidi Healy reported we are in the process of moving our PRI lines. This will have no effect on the Vesta phone system through the state. Recently when we had an outage, Lumen was difficult to work with. We are currently getting 6 bills a month through Lumen. Director Healy has inquired what other PSAPs are doing and now we are in the process of contracting with Spectrotel. The cutover date is scheduled for January 23rd. Cache Valley currently uses Spectrotel and vouched for their customer service. Lumen is charging over \$2,000 per month. Spectrotel will charge \$550.00.

Director Healy addressed DPS transfers. After the building was bulldozed, CAD to CAD has not worked with UHP. Due to this our agency had an extremely high number of transfers and we did not qualify for the grant. UCA is unable to guarantee the grant money will be available next year nor give us an amount we would have received this year. In October during a meeting with Captain Trada with UHP agreed to contract with Tyler Technologies to get the CAD to CAD working. DPS will pay the initial costs of \$47,000 however the yearly maintenance will be covered by PSAPs in Utah County. We will be responsible for roughly 60% of that cost. Because we did not meet the 2% transfer rate, we will need to have an audit in 2024.

Director Healy attended the UCA stakeholders meeting. The P25 radio system was initially slated to start cutting over in January 2024 but it is delayed until August 2024.

Director Healy reported on November 1st a new process of helicopter call outs began. Airlife and Aircom who is able to track helicopters statewide. They can search Tooele or Richfield. Only making one phone call actually gives us quicker access to helicopters. There has been a substantial amount of kickback from Lifeflight. After the board meeting, she has a meeting with Undersheriff Bufton and aircom. If there are

any questions, please let Heidi know. There are always hiccups when something new is introduced. Director Healy expressed her gratitude to Chief Hales with SFPD for his help with Lifeflight.

Director Healy asked Dorel Kynaston about moving the Woodland Hills alarm systems. **Dorel Kynaston** replied they have met with Andy Tanner and have made plans to move it. Andy will be contacting Micah Clark.

Operations Board

Chief Darren Paul was unable to attend the meeting. **Director Healy** reported there was a 10-200 drill in October.

Open Forum

Seth Perrins inquired about the meeting with the Undersheriff and Aircom asking if Aircom was Lifeflight.. He inquired about the meeting with the Sheriff. Recently there was a call in Eagle Mountain where there was a substantial delay. In digging into the recordings, it appears Lifeflight to be the breakdown. The Sheriff's office was frustrated and that is understandable. Seth Perrins asked if the rotation with the helicopters was like the rotation with tow trucks. He inquired if helicopters have a monopoly. He understands that companies may be territorial, but they do not have a right to be. Seth Perrins offered the board to help in getting helicopters to the scene as soon as possible.

Denise Andersen apologized for the absence of a representative for Cedar Hills. She explained they are trying to get things back together and have representation. She thanked the board for their hard work.

Adjourn

Next Meeting: January 11, 2024

Rob Shelton made a motion to adjourn.

Seth Perrins seconded the motion and the meeting adjourned at 9:41 a.m.

Approval Signature – Chairman Terry Ficklin

Date

Central Utah 911
Invoice Register: 12/1/2023 to 12/31/2023 - All Invoices

2/1/2024

<u>Invoice No.</u>	<u>Vendor</u>	<u>Check No.</u>	<u>Ledger Date</u>	<u>Due Date</u>	<u>Amount</u>	<u>Account No.</u>	<u>Account Name.</u>	<u>Description</u>
PR120823-465	Child Support Services	11154	12/14/2023	12/14/2023	\$502.62			
					502.62	9112236	Child Support Payable	Child Support
PR122223-465	Child Support Services	11163	12/28/2023	12/28/2023	\$502.62			
					502.62	9112236	Child Support Payable	Child Support
	Vendor Total:				\$1,005.24			
MIleage 12.12.20	Clark, Micah	11173	12/12/2023	12/12/2023	\$72.50			
					72.50	911150.01.911	Mileage	Mileage for Micah
024001732	Cyramcom	11174	12/31/2023	12/31/2023	\$661.71			
					661.71	911240.04.911	Language Line	Language Line
24123460817019	Department of Govenment Operations	11156	12/11/2023	12/11/2023	\$1,398.33			
					23.33	911260.03.911	Holiday gift for employees	Ham for Thanksgiving
					1,375.00	911260.03.911	Holiday gift for employees	Gift Cards
24123460817044	Department of Govenment Operations	11156	12/11/2023	12/11/2023	\$3,899.55			
					101.73	911220.01.911	General office supplies	Batteries / Planner
					8.56	911220.05.911	Postage	Postage
					50.00	911230.02.911	Job advertisements	Job Advertisement
					35.00	911230.02.911	Job advertisements	Job Advertisement
					22.69	911230.02.911	Job advertisements	Job Advertisements
					5.11	911230.02.911	Job advertisements	Job Advertisements
					35.00	911230.02.911	Job advertisements	Job Andertisement
					2,998.06	911260.03.911	Holiday gift for employees	Christmas Gift
					72.39	911260.03.911	Holiday gift for employees	Gift Bags
					84.77	911260.03.911	Holiday gift for employees	Supplies for Christmas Party
					18.00	911310.01.911	Dispatcher CME/In-service trng	Buttons - Kasey
					46.50	911320.02.911	IAEMD Certs/Recerts	Anjanelle Redford
					30.00	911320.05.911	Trainers course (CTO, recerts, e	CTO = Kendra Wilson
					27.58	911410.02.911	Computer peripheral/tools/acces	Server Mount
					15.00	911420.13.911	HR LMS	Forms
					59.98	911510.01.911	Work area health/sanitization su	Kleenex
					29.83	911520.01.911	Building maintenance supplies	Furnace Filters
					150.24	911520.02.911	Janitorial services and supplies	Janitorial Supplies
					109.11	911520.02.911	Janitorial services and supplies	Janitorial Supplies
	Vendor Total:				\$5,297.88			
Adjustments 12.2	Equitable Financial Life Insurance Com	11164	12/27/2023	12/27/2023	(\$113.20)			
					-113.20	9112225	Employee life ins payable	Mya, Alissa, Alicia, Brittany
PR120823-581	Equitable Financial Life Insurance Com	11164	12/14/2023	12/14/2023	\$678.52			
					678.52	9112225	Employee life ins payable	Elective Life Insurance
PR122223-581	Equitable Financial Life Insurance Com	11164	12/28/2023	12/28/2023	\$1,581.33			
					653.77	9112225	Employee life ins payable	Elective Life Insurance
					197.80	9112225	Employee life ins payable	Basic Life & AD&D Insurance
					695.98	9112225	Employee life ins payable	Long Term Disability
					33.78	9112225	Employee life ins payable	Dependent Life Insurance
	Vendor Total:				\$2,146.65			
12.19.2023	Glassford, Rachel	11157	12/19/2023	12/19/2023	\$58.15			
					58.15	911310.01.911	Dispatcher CME/In-service trng	Gifts for CTOs
PR120823-446	Health Equity	EFT	12/14/2023	12/14/2023	\$5,094.38			
					412.30	9112230	HSA payable	HSA Single - July Benefit
					4,682.08	9112230	HSA payable	HSA Family - July Benefit
PR122223-446	Health Equity	EFT	12/28/2023	12/28/2023	\$5,017.46			
					412.30	9112230	HSA payable	HSA Single - July Benefit

Central Utah 911
Invoice Register: 12/1/2023 to 12/31/2023 - All Invoices

2/1/2024

<u>Invoice No.</u>	<u>Vendor</u>	<u>Check No.</u>	<u>Ledger Date</u>	<u>Due Date</u>	<u>Amount</u>	<u>Account No.</u>	<u>Account Name.</u>	<u>Description</u>
yz3io51	Health Equity	EFT	12/1/2023	12/1/2023	4,605.16	9112230	HSA payable	HSA Family - July Benefit
					\$67.50			
					67.50	9112230	HSA payable	Monthly Fees
	Vendor Total:				\$10,179.34			
PR120823-448	ICMA 401A	EFT	12/14/2023	12/14/2023	\$9,824.45			
					7,205.04	9112224	Retirement payable	401A ICMA
					2,619.41	9112224	Retirement payable	401A Loan ICMA
PR122223-448	ICMA 401A	EFT	12/28/2023	12/28/2023	\$9,911.31			
					7,004.40	9112224	Retirement payable	401A ICMA
					2,906.91	9112224	Retirement payable	401A Loan ICMA
	Vendor Total:				\$19,735.76			
PR120823-449	ICMA 457	EFT	12/14/2023	12/14/2023	\$10,492.20			
					8,478.03	9112224	Retirement payable	457 ICMA
					2,014.17	9112224	Retirement payable	457 Loan ICMA
PR122223-449	ICMA 457	EFT	12/28/2023	12/28/2023	\$10,239.62			
					8,225.45	9112224	Retirement payable	457 ICMA
					2,014.17	9112224	Retirement payable	457 Loan ICMA
	Vendor Total:				\$20,731.82			
12.31.2021 Adjus	IRS Tax Deposit	11145	12/13/2023	12/13/2023	\$173.52			
					173.52	9112221	Federal taxes payable	Federal Tax Deposit
PR120823-444	IRS Tax Deposit	EFT	12/14/2023	12/14/2023	\$15,563.36			
					4,115.92	9112221	Federal taxes payable	Medicare Tax
					11,447.44	9112221	Federal taxes payable	Federal Income Tax
PR122223-444	IRS Tax Deposit	EFT	12/28/2023	12/28/2023	\$14,399.87			
					3,974.40	9112221	Federal taxes payable	Medicare Tax
					10,425.47	9112221	Federal taxes payable	Federal Income Tax
	Vendor Total:				\$30,136.75			
801-253-4899 24	LUMEN	11181	12/28/2023	12/28/2023	\$157.86			
					157.86	911440.05.911	Bluffdale FX	801-253-4899 248B
801-794-3970 33	LUMEN	11165	12/27/2023	12/27/2023	\$512.14			
					512.14	911440.02.911	Dispatch administrative lines	801-794-3970
801-794-4000	LUMEN	11165	12/27/2023	12/27/2023	\$195.07			
					195.07	911440.03.911	Business admin lines	801-794-4000
801-798-1302 02	LUMEN	11147	12/1/2023	12/1/2023	\$403.15			
					403.15	911440.03.911	Business admin lines	801-798-1302
801-798-1345 35	LUMEN	11147	12/1/2023	12/1/2023	\$403.15			
					403.15	911440.01.911	911 phones (selective router, N	801-798-1345 358M
801.798.1346 36	LUMEN	11147	12/1/2023	12/1/2023	\$403.15			
					403.15	911440.01.911	911 phones (selective router, N	801-798-1346 360M
	Vendor Total:				\$2,074.52			
Adjustments 12.2	MetLife	11166	12/28/2023	12/28/2023	(\$239.38)			
					-239.38	9112233	Guardian payable	Adjustments
PR120823-684	MetLife	11166	12/14/2023	12/14/2023	\$2,586.03			
					78.60	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P
					911.95	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					218.96	9112228	Visions ins payale	Vision Ins Family
					30.48	9112228	Visions ins payale	Vision Ins Single
					32.04	9112228	Visions ins payale	Vision Ins Two Party

Central Utah 911
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2/1/2024

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PR122223-684	MetLife	11166	12/28/2023	12/28/2023	413.13	9112233	Guardian payable	MetLife Accident - High
					276.49	9112233	Guardian payable	MetLife Pre Tax Critical Illness
					441.18	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					183.20	9112233	Guardian payable	MetLife Accident - Low
					\$3,628.42			
					274.25	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P
					307.45	9112227	Dental ins payable	Dental Ins Pre Tax Single-Plat
					1,459.25	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					218.96	9112228	Visions ins payable	Vision Ins Family
					30.48	9112228	Visions ins payable	Vision Ins Single
					24.03	9112228	Visions ins payable	Vision Ins Two Party
					413.13	9112233	Guardian payable	MetLife Accident - High
					276.49	9112233	Guardian payable	MetLife Pre Tax Critical Illness
					441.18	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					183.20	9112233	Guardian payable	MetLife Accident - Low
					\$5,975.07			
973882	NATIONAL BENEFITS SERVICES LLC	11182	12/31/2023	12/31/2023	\$52.00			
					52.00	911110.03.911	Employee benefits	Administration Fees
CP365448	NATIONAL BENEFITS SERVICES LLC	11167	12/27/2023	12/27/2023	\$28.94			
					28.94	9112229	FSA payable	Claims Paid
					\$80.94			
44139	NLE	11168	12/27/2023	12/27/2023	\$900.00			
PO# 10528					900.00	911740.04.911	Information technology	NLE Professional Services - Pre
121123-01	OLYMPUS INSURANCE AGENCY	11148	12/11/2023	12/11/2023	\$425.00			
					425.00	911250.03.911	Crime insurance	Crime Insurance Policy
Adjustment 12.28	PEHP	11169	12/28/2023	12/28/2023	\$1,594.18			
					1,594.18	9112226	Health ins payable	Brittany Krutsch
PR120823-558	PEHP	11169	12/14/2023	12/14/2023	\$681.79			
					411.25	9112226	Health ins payable	Traditional Insurance - Family
					88.11	9112226	Health ins payable	Traditional Insurance - Single
					182.43	9112226	Health ins payable	Traditional Insurance - Double
PR122223-558	PEHP	11169	12/28/2023	12/28/2023	\$54,326.07			
					3,416.16	9112226	Health ins payable	HDHP - Single Plan
					8,382.15	9112226	Health ins payable	Traditional Insurance - Family
					33,477.78	9112226	Health ins payable	HDHP - Family Plan
					1,796.19	9112226	Health ins payable	Traditional Insurance - Single
					3,535.68	9112226	Health ins payable	HDHP - Double
					3,718.11	9112226	Health ins payable	Traditional Insurance - Double
					\$56,602.04			
240101	PELORUS METHODS	11142	12/1/2023	12/1/2023	\$1,950.00			
					800.00	911240.02.911	Audit service - financial	Year End Financial Statements
					1,150.00	911420.13.911	HR LMS	Software & Support
Date of Service 1	Powered Control Systems. LLC	11149	12/7/2023	12/7/2023	\$555.00			
					555.00	911520.01.911	Building maintenance supplies	Fire system inspection
239103246 - Part	Quinn M. Kofford	11150	12/13/2023	12/13/2023	\$474.61			
					474.61	9112232	Garnishments payable	Jessica Festin
239103246 - Part	Quinn M. Kofford	11170	12/28/2023	12/28/2023	(\$50.50)			
					-50.50	9112232	Garnishments payable	Adjustment
PR120823-552	Quinn M. Kofford	EFT	12/14/2023	12/14/2023	\$474.61			
					474.61	9112232	Garnishments payable	Garnishment

Central Utah 911
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2/1/2024

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PR122223-552	Quinn M. Kofford	11170	12/28/2023	12/28/2023	\$504.36			
					504.36	9112232	Garnishments payable	Garnishment
reversal 12.14.20	Quinn M. Kofford	EFT	12/14/2023	12/14/2023	(\$474.61)			
					-474.61	9112232	Garnishments payable	Reversal of Garnishment
	Vendor Total:				\$928.47			
SS000465550	Reliabl	11160	12/12/2023	12/12/2023	\$1,250.00			
					1,250.00	911520.05.911	UPS service	USP Service - November
SS000465551	Reliabl	11160	12/12/2023	12/12/2023	\$1,250.00			
					1,250.00	911520.05.911	UPS service	USP Service - July
	Vendor Total:				\$2,500.00			
0864-001933615	REPUBLIC SERVICES #864	11176	12/26/2023	12/26/2023	\$310.49			
					310.49	911540.04.911	Dumpster	3-0864-0074463
Santa 2023	Scott, Bruce	11144	12/12/2023	12/12/2023	\$75.00			
					75.00	911260.03.911	Holiday gift for employees	Santa for Holiday Party
4709	SPANISH FORK CITY	11183	12/20/2023	12/20/2023	\$403.10			
					196.00	911440.08.911	Internet	Internet
					207.10	911540.02.911	Water and sewer	Water & Sewer
INV-0017482	Threads Culture	11177	12/26/2023	12/26/2023	\$291.60			
					291.60	911420.13.911	HR LMS	Threads Software
December Adjust	UNUM	X999	12/28/2023	12/28/2023	(\$41.30)			
					-41.30	9112225	Employee life ins payable	
PR122223-463	UNUM	X999	12/28/2023	12/28/2023	\$41.30			
					41.30	2225	Employee life ins payable	AD&D Life Insurance
	Vendor Total:				\$0.00			
59757	UTAH COUNTY AUDITOR	11153	12/7/2023	12/7/2023	\$750.25			
					750.25	911440.07.911	Fiber connectivity	Copper Telecommunications Pai
59758	UTAH COUNTY AUDITOR	11153	12/7/2023	12/7/2023	\$1,714.85			
					1,714.85	911540.01.911	Electricity	Electrical Usage - November 20
	Vendor Total:				\$2,465.10			
1610917	UTAH LOCAL GOVERNMENTS TRUST	11161	12/11/2023	12/11/2023	\$592.68			
					592.68	911110.03.911	Employee benefits	Workers Comp - December
PR120823-151	UTAH RETIREMENT SYSTEMS	EFT	12/14/2023	12/14/2023	\$22,372.16			
					20,342.69	9112224	Retirement payable	State Retirement URS
					1,944.07	9112224	Retirement payable	401k URS
					85.40	9112224	Retirement payable	401K Loan URS
PR122223-151	UTAH RETIREMENT SYSTEMS	EFT	12/28/2023	12/28/2023	\$21,572.38			
					19,792.02	9112224	Retirement payable	State Retirement URS
					1,694.96	9112224	Retirement payable	401k URS
					85.40	9112224	Retirement payable	401K Loan URS
	Vendor Total:				\$43,944.54			
PR120823-445	Utah State Tax Commission	11171	12/14/2023	12/14/2023	\$4,665.08			
					4,665.08	9112223	State taxes payable	State Income Tax
PR122223-445	Utah State Tax Commission	11171	12/28/2023	12/28/2023	\$4,486.12			
					4,486.12	9112223	State taxes payable	State Income Tax
	Vendor Total:				\$9,151.20			
CIV202312-0000	Utopia Fiber	11143	12/1/2023	12/1/2023	\$580.00			
					580.00	911440.08.911	Internet	Internet

Central Utah 911
Invoice Register: 12/1/2023 to 12/31/2023 - All Invoices

2/1/2024

<u>Invoice No.</u>	<u>Vendor</u>	<u>Check No.</u>	<u>Ledger Date</u>	<u>Due Date</u>	<u>Amount</u>	<u>Account No.</u>	<u>Account Name.</u>	<u>Description</u>
PR120823-456	VASA Fitness	11172	12/14/2023	12/14/2023	\$25.50			
					25.50	9112234	Golds Gym Member payable	Gym Membership
PR122223-456	VASA Fitness	11172	12/28/2023	12/28/2023	\$25.50			
					25.50	9112234	Golds Gym Member payable	Gym Membership
	Vendor Total:				\$51.00			
180372	WORKFORCEQA	11205	12/31/2023	12/31/2023	\$38.00			
					38.00	911240.05.911	Drug Screening	Drug Screen
	Total:				\$219,919.55			
					41.30	2225	GL Account Summary Employee life ins payable	
					644.68	911110.03.911	Employee benefits	
					72.50	911150.01.911	Mileage	
					101.73	911220.01.911	General office supplies	
					8.56	911220.05.911	Postage	
					30,136.75	9112221	Federal taxes payable	
					9,151.20	9112223	State taxes payable	
					84,412.12	9112224	Retirement payable	
					2,105.35	9112225	Employee life ins payable	
					56,602.04	9112226	Health ins payable	
					3,031.50	9112227	Dental ins payable	
					554.95	9112228	Visions ins payable	
					28.94	9112229	FSA payable	
					10,179.34	9112230	HSA payable	
					928.47	9112232	Garnishments payable	
					2,388.62	9112233	Guardian payable	
					51.00	9112234	Golds Gym Member payable	
					1,005.24	9112236	Child Support Payable	
					147.80	911230.02.911	Job advertisements	
					800.00	911240.02.911	Audit service - financial	
					661.71	911240.04.911	Language Line	
					38.00	911240.05.911	Drug Screening	
					425.00	911250.03.911	Crime insurance	
					4,628.55	911260.03.911	Holiday gift for employees	
					76.15	911310.01.911	Dispatcher CME/In-service trng	
					46.50	911320.02.911	IAEMD Certs/Recerts	
					30.00	911320.05.911	Trainers course (CTO, recerts, e	
					27.58	911410.02.911	Computer peripheral/tools/acces	
					1,456.60	911420.13.911	HR LMS	
					806.30	911440.01.911	911 phones (selective router, N	
					512.14	911440.02.911	Dispatch administrative lines	
					598.22	911440.03.911	Business admin lines	
					157.86	911440.05.911	Bluffdale FX	
					750.25	911440.07.911	Fiber connectivity	
					776.00	911440.08.911	Internet	
					59.98	911510.01.911	Work area health/sanitization su	
					584.83	911520.01.911	Building maintenance supplies	
					259.35	911520.02.911	Janitorial services and supplies	
					2,500.00	911520.05.911	UPS service	
					1,714.85	911540.01.911	Electricity	
					207.10	911540.02.911	Water and sewer	
					310.49	911540.04.911	Dumpster	
					900.00	911740.04.911	Information technology	
					219,878.25		Total	

\$219,919.55
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GL Account Summary Total

Central Utah 911
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2/1/2024

<u>Invoice No.</u>	<u>Vendor</u>	<u>Check No.</u>	<u>Ledger Date</u>	<u>Due Date</u>	<u>Amount</u>	<u>Account No.</u>	<u>Account Name.</u>	<u>Description</u>
287311399106X0	AT&T MOBILITY	11206	1/20/2024	1/20/2024	\$276.90			
					276.90	911440.06.911	Cell phones	287017046722
110768	Breinholt, Patricia	11187	1/10/2024	1/10/2024	\$288.20			
					288.20	911150.01.911	Mileage	Mileage
PR010524-465	Child Support Services	11185	1/11/2024	1/11/2024	\$502.62			
					502.62	9112236	Child Support Payable	Child Support
PR011924-465	Child Support Services	11194	1/25/2024	1/25/2024	\$502.62			
					502.62	9112236	Child Support Payable	Child Support
Vendor Total:					\$1,005.24			
24010110816017	Department of Govenment Operations	11188	1/10/2024	1/10/2024	\$1,268.19			
					41.09	911520.01.911	Building maintenance supplies	Painting Supplies
					34.31	911520.02.911	Janitorial services and supplies	Toilet Paper
					1,192.79	911520.03.911	Generator preventative plan	Wheeler Machinery
24010110816040	Department of Govenment Operations	11188	1/10/2024	1/10/2024	\$2,283.45			
					23.96	911220.01.911	General office supplies	Greeting Cards
					20.18	911220.01.911	General office supplies	Command Strips
					51.13	911230.02.911	Job advertisements	Job Advertisement
					128.57	911260.01.911	Business expenses (meetings, e	Dropbox
					171.09	911260.03.911	Holiday gift for employees	Christmas Party
					58.70	911260.03.911	Holiday gift for employees	Christmas Party
					78.19	911260.03.911	Holiday gift for employees	Christmas Party
					127.71	911260.03.911	Holiday gift for employees	Christmas Party
					9.99	911310.01.911	Dispatcher CME/In-service trng	CTO Meeting Gifts
					5.99	911310.01.911	Dispatcher CME/In-service trng	CTO Meeting Gifts
					32.55	911310.01.911	Dispatcher CME/In-service trng	CTO Meeting Gifts
					3.59	911310.01.911	Dispatcher CME/In-service trng	CTO Meeting Gifts
					139.50	911320.01.911	IAEFD Certs/Recerts	EFD recerts
					46.50	911320.01.911	IAEFD Certs/Recerts	EFD
					425.00	911320.01.911	IAEFD Certs/Recerts	EFD - Luke Bunot
					186.00	911320.02.911	IAEMD Certs/Recerts	EMD recerts
					425.00	911320.02.911	IAEMD Certs/Recerts	EMD - Luke Bunot
					48.76	911410.02.911	Computer peripheral/tools/acces	Cable Ties / Ethernet
					119.88	911420.12.911	PDF solution	Adobe Sign
					15.00	911420.13.911	HR LMS	Forms
					64.97	911520.02.911	Janitorial services and supplies	Janitorial Supplies
					85.68	911520.02.911	Janitorial services and supplies	Toilet Paper
					15.51	911530.01.911	Grounds maintenance	Water Jug
Vendor Total:					\$3,551.64			
February 2024 A	Equitable Financial Life Insurance Com	11195	1/25/2024	1/25/2024	(\$145.13)			
					-145.13	9112225	Employee life ins payable	Life Insurance
PR010524-581	Equitable Financial Life Insurance Com	11195	1/11/2024	1/11/2024	\$653.77			
					653.77	9112225	Employee life ins payable	Elective Life Insurance
PR011924-581	Equitable Financial Life Insurance Com	11195	1/19/2024	1/19/2024	\$11.62			
					4.30	9112225	Employee life ins payable	Basic Life & AD&D Insurance
					0.96	9112225	Employee life ins payable	Dependent Life Insurance
					6.36	9112225	Employee life ins payable	Long Term Disability
PR011924-581	Equitable Financial Life Insurance Com	11195	1/25/2024	1/25/2024	\$1,569.71			
					653.77	9112225	Employee life ins payable	Elective Life Insurance
					193.50	9112225	Employee life ins payable	Basic Life & AD&D Insurance
					689.62	9112225	Employee life ins payable	Long Term Disability
					32.82	9112225	Employee life ins payable	Dependent Life Insurance

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2/1/2024

<u>Invoice No.</u>	<u>Vendor</u>	<u>Check No.</u>	<u>Ledger Date</u>	<u>Due Date</u>	<u>Amount</u>	<u>Account No.</u>	<u>Account Name.</u>	<u>Description</u>
Vendor Total:					\$2,089.97			
1518	Forensic Nursing Services, Inc.	11200	1/18/2024	1/18/2024	\$525.00	911240.05.911	Drug Screening	Drug Screen
					525.00			
dp62505	Health Equity	EFT	1/17/2024	1/17/2024	\$65.25	2230	HSA payable	Account Fees
					65.25			
PR010524-446	Health Equity	EFT	1/11/2024	1/11/2024	\$2,963.16	9112230	HSA payable	HSA Single - July Benefit HSA Family - July Benefit
					210.00			
					2,753.16	9112230	HSA payable	
PR011924-446	Health Equity	EFT	1/19/2024	1/19/2024	\$515.00	9112230	HSA payable	HSA Single - January Benefit HSA Single - July Benefit
					500.00			
					15.00	9112230	HSA payable	
PR011924-446	Health Equity	EFT	1/25/2024	1/25/2024	\$29,948.16	9112230	HSA payable	HSA Single - January Benefit HSA Single - July Benefit
					2,000.00			
					195.00	9112230	HSA payable	
					25,000.00	9112230	HSA payable	HSA Family - January Benefit
					2,753.16	9112230	HSA payable	HSA Family - July Benefit
Vendor Total:					\$33,491.57			
5407	HOUSE OF HEARING OREM	11189	1/11/2024	1/11/2024	\$85.00	911410.01.911	Headsets, base stations, batteri	Earmold - Luke Bunot
					85.00			
PR010524-448	ICMA 401A	EFT	1/11/2024	1/11/2024	\$10,224.12	9112224	Retirement payable	401A ICMA 401A Loan ICMA
					7,237.86			
					2,986.26	9112224	Retirement payable	
PR011924-448	ICMA 401A	EFT	1/19/2024	1/19/2024	\$63.44	9112224	Retirement payable	401A ICMA
					63.44			
PR011924-448	ICMA 401A	EFT	1/25/2024	1/25/2024	\$10,344.25	9112224	Retirement payable	401A ICMA 401A Loan ICMA
					7,201.71			
					3,142.54	9112224	Retirement payable	
Vendor Total:					\$20,631.81			
PR010524-449	ICMA 457	EFT	1/11/2024	1/11/2024	\$10,536.96	9112224	Retirement payable	457 ICMA 457 Loan ICMA
					8,522.79			
					2,014.17	9112224	Retirement payable	
PR011924-449	ICMA 457	EFT	1/19/2024	1/19/2024	\$63.44	9112224	Retirement payable	457 ICMA
					63.44			
PR011924-449	ICMA 457	EFT	1/25/2024	1/25/2024	\$10,649.93	9112224	Retirement payable	457 ICMA 457 Loan ICMA
					8,384.27			
					2,265.66	9112224	Retirement payable	
Vendor Total:					\$21,250.33			
OR3480074	INTERMOUNTAIN WORKMED	11180	1/1/2024	1/1/2024	\$108.00	911240.05.911	Drug Screening	Drug Screen
					108.00			
OR3480081	INTERMOUNTAIN WORKMED	11180	1/1/2024	1/1/2024	\$58.00	911240.07.911	Audiometry Tests	Audiometry
					58.00			
Vendor Total:					\$166.00			
PR010524-444	IRS Tax Deposit	EFT	1/11/2024	1/11/2024	\$15,301.64	9112221	Federal taxes payable	Medicare Tax Federal Income Tax
					4,093.54			
					11,208.10	9112221	Federal taxes payable	
PR011924-444	IRS Tax Deposit	EFT	1/19/2024	1/19/2024	\$228.94	9112221	Federal taxes payable	Medicare Tax Federal Income Tax
					60.90			
					168.04	9112221	Federal taxes payable	

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<u>Invoice No.</u>	<u>Vendor</u>	<u>Check No.</u>	<u>Ledger Date</u>	<u>Due Date</u>	<u>Amount</u>	<u>Account No.</u>	<u>Account Name.</u>	<u>Description</u>
PR011924-444	IRS Tax Deposit	EFT	1/25/2024	1/25/2024	\$15,362.31			
					4,165.56	9112221	Federal taxes payable	Medicare Tax
					11,196.75	9112221	Federal taxes payable	Federal Income Tax
	Vendor Total:				\$30,892.89			
340151	JAN PRO	11175	1/1/2024	1/1/2024	\$1,396.00			
					1,396.00	911520.02.911	Janitorial services and supplies	Janitorial Service - January 2024
340837	JAN PRO	11207	1/31/2024	1/31/2024	\$1,396.00			
					1,396.00	911520.02.911	Janitorial services and supplies	Janitorial Service - February 202
	Vendor Total:				\$2,792.00			
672329363	LUMEN	11190	1/8/2024	1/8/2024	\$260.31			
					260.31	911440.04.911	Long distance	84647526
801-794-3970 33	LUMEN	11202	1/16/2024	1/16/2024	\$512.92			
					512.92	911440.02.911	Dispatch administrative lines	801-794-3970
801-794-4000 02	LUMEN	11201	1/16/2024	1/16/2024	\$195.07			
					195.07	911440.03.911	Business admin lines	801-794-4000
801-798-1302 02	LUMEN	11191	1/1/2024	1/1/2024	\$403.45			
					403.45	911440.03.911	Business admin lines	801-798-1302
801-798-1345 38	LUMEN	11191	1/1/2024	1/1/2024	\$403.45			
					403.45	911440.01.911	911 phones (selective router, N	801-798-1345 358M
801-798-1346 36	LUMEN	11191	1/1/2024	1/1/2024	\$403.45			
					403.45	911440.01.911	911 phones (selective router, N	801-798-1346 360M
	Vendor Total:				\$2,178.65			
February 2024 A	MetLife	11203	1/25/2024	1/25/2024	(\$110.69)			
					-110.69	9112227	Dental ins payable	Adjustments
PR010524-684	MetLife	11203	1/11/2024	1/11/2024	\$2,457.00			
					91.70	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P
					832.65	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					218.96	9112228	Visions ins payale	Vision Ins Family
					30.48	9112228	Visions ins payale	Vision Ins Single
					24.03	9112228	Visions ins payale	Vision Ins Two Party
					401.26	9112233	Guardian payable	MetLife Accident - High
					276.49	9112233	Guardian payable	MetLife Pre Tax Critical Illness
					410.41	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					171.02	9112233	Guardian payable	MetLife Accident - Low
PR011924-684	MetLife	11203	1/19/2024	1/19/2024	\$27.95			
					27.95	9112227	Dental ins payable	Dental Ins Pre Tax Single-Plat
PR011924-684	MetLife	11203	1/25/2024	1/25/2024	\$3,519.10			
					315.30	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P
					279.50	9112227	Dental ins payable	Dental Ins Pre Tax Single-Plat
					1,391.65	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					218.96	9112228	Visions ins payale	Vision Ins Family
					30.48	9112228	Visions ins payale	Vision Ins Single
					24.03	9112228	Visions ins payale	Vision Ins Two Party
					401.26	9112233	Guardian payable	MetLife Accident - High
					276.49	9112233	Guardian payable	MetLife Pre Tax Critical Illness
					410.41	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					171.02	9112233	Guardian payable	MetLife Accident - Low
	Vendor Total:				\$5,893.36			
8230441904	MOTOROLA SOLUTIONS INC	11208	1/31/2024	1/31/2024	\$24,195.30			
					24,195.30	911430.02.911	Spillman & Hiplink maintenance	Spillman

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<u>Invoice No.</u>	<u>Vendor</u>	<u>Check No.</u>	<u>Ledger Date</u>	<u>Due Date</u>	<u>Amount</u>	<u>Account No.</u>	<u>Account Name.</u>	<u>Description</u>
S105899607.001	MOUNTAINLAND SUPPLY COMPANY	11192	1/10/2024	1/10/2024	\$84.46 84.46	911530.01.911	Grounds maintenance	Snow Melt
CP369453	NATIONAL BENEFITS SERVICES LLC	11182	1/7/2024	1/7/2024	\$1,110.05 1,110.05	9112229	FSA payable	Claims Paid
CP370383	NATIONAL BENEFITS SERVICES LLC	11204	1/21/2024	1/21/2024	\$1,037.94 1,037.94	9112229	FSA payable	Claims Paid
	Vendor Total:				\$2,147.99			
PR010524-558	PEHP	11196	1/11/2024	1/11/2024	\$681.79 411.25 88.11 182.43	9112226 9112226 9112226	Health ins payable Health ins payable Health ins payable	Traditional Insurance - Family Traditional Insurance - Single Traditional Insurance - Double
PR011924-558	PEHP	11196	1/19/2024	1/19/2024	\$569.36 569.36	9112226	Health ins payable	HDHP - Single Plan
PR011924-558	PEHP	11196	1/25/2024	1/25/2024	\$53,756.71 2,846.80 8,382.15 33,477.78 1,796.19 3,535.68 3,718.11	9112226 9112226 9112226 9112226 9112226 9112226 9112226	Health ins payable Health ins payable Health ins payable Health ins payable Health ins payable Health ins payable Health ins payable	HDHP - Single Plan Traditional Insurance - Family HDHP - Family Plan Traditional Insurance - Single HDHP - Double Traditional Insurance - Double
	Vendor Total:				\$55,007.86			
SIN360099	PRIORITY DISPATCH CORPORATION	11193	1/11/2024	1/11/2024	\$607.00 607.00	911320.02.911	IAEMD Certs/Recerts	EMD
PR010524-552	Quinn M. Kofford	11186	1/11/2024	1/11/2024	\$1.80 1.80	9112232	Garnishments payable	Garnishment
0864-001942274	REPUBLIC SERVICES #864	11209	1/26/2024	1/26/2024	\$310.49 310.49	911540.04.911	Dumpster	Dumpster
Mileage - 01.24.2	Segall, Mason	11210	1/31/2024	1/31/2024	\$47.82 47.82	911150.01.911	Mileage	Mileage - Juab
5621	The Partridge Group	11211	1/26/2024	1/26/2024	\$1,704.00 1,704.00	911240.06.911	Pre-Employment Psychological	Psychological Testing
check 11197	UNUM	X999	1/25/2024	1/25/2024	(\$41.30) -41.30	9112225	Employee life ins payable	Adjust
PR011924-463	UNUM	X999	1/25/2024	1/25/2024	\$41.30 41.30	2225	Employee life ins payable	AD&D Life Insurance
	Vendor Total:				\$0.00			
60032	UTAH COUNTY AUDITOR	11184	1/10/2024	1/10/2024	\$2,222.47 2,222.47	911540.01.911	Electricity	Electrical Usage
60033	UTAH COUNTY AUDITOR	11184	1/10/2024	1/10/2024	\$750.25 750.25	911440.07.911	Fiber connectivity	Fiber - January 2024
	Vendor Total:				\$2,972.72			
2024 Dues	UTAH COUNTY EMS COUNCIL	11178	1/1/2024	1/1/2024	\$175.00 175.00	911210.04.911	Utah County EMS Council Dues	2024 Dues
1611351	UTAH LOCAL GOVERNMENTS TRUST	EFT	1/10/2024	1/10/2024	\$554.46 554.46	911110.03.911	Employee benefits	Workers Comp
PR010524-151	UTAH RETIREMENT SYSTEMS	EFT	1/11/2024	1/11/2024	\$22,857.55 20,984.00	9112224	Retirement payable	State Retirement URS

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					1,788.15	9112224	Retirement payable	401k URS
					85.40	9112224	Retirement payable	401K Loan URS
PR011924-151	UTAH RETIREMENT SYSTEMS	EFT	1/25/2024	1/25/2024	\$23,696.06			
					21,846.61	9112224	Retirement payable	State Retirement URS
					1,764.05	9112224	Retirement payable	401k URS
					85.40	9112224	Retirement payable	401K Loan URS
	Vendor Total:				\$46,553.61			
PR010524-445	Utah State Tax Commission	11198	1/11/2024	1/11/2024	\$4,769.64			
					4,769.64	9112223	State taxes payable	State Income Tax
PR011924-445	Utah State Tax Commission	11198	1/19/2024	1/19/2024	\$94.69			
					94.69	9112223	State taxes payable	State Income Tax
PR011924-445	Utah State Tax Commission	11198	1/25/2024	1/25/2024	\$4,737.43			
					4,737.43	9112223	State taxes payable	State Income Tax
	Vendor Total:				\$9,601.76			
CIV202401-0000	Utopia Fiber	11179	1/1/2024	1/1/2024	\$580.00			
					580.00	911440.08.911	Internet	Internet
PR010524-456	VASA Fitness	11199	1/11/2024	1/11/2024	\$25.50			
					25.50	9112234	Golds Gym Member payable	Gym Membership
PR011924-456	VASA Fitness	11199	1/25/2024	1/25/2024	\$25.50			
					25.50	9112234	Golds Gym Member payable	Gym Membership
	Vendor Total:				\$51.00			
	Total:				\$269,713.83			

GL Account Summary

41.30	2225	Employee life ins payable
65.25	2230	HSA payable
106.55		Total
554.46	911110.03.911	Employee benefits
336.02	911150.01.911	Mileage
175.00	911210.04.911	Utah County EMS Council Dues
44.14	911220.01.911	General office supplies
30,892.89	9112221	Federal taxes payable
9,601.76	9112223	State taxes payable
88,435.75	9112224	Retirement payable
2,048.67	9112225	Employee life ins payable
55,007.86	9112226	Health ins payable
2,828.06	9112227	Dental ins payable
546.94	9112228	Visions ins payable
2,147.99	9112229	FSA payable
33,426.32	9112230	HSA payable
1.80	9112232	Garnishments payable
2,518.36	9112233	Guardian payable
51.00	9112234	Golds Gym Member payable
1,005.24	9112236	Child Support Payable
51.13	911230.02.911	Job advertisements
633.00	911240.05.911	Drug Screening
1,704.00	911240.06.911	Pre-Employment Psychological
58.00	911240.07.911	Audiometry Tests
128.57	911260.01.911	Business expenses (meetings, e
435.69	911260.03.911	Holiday gift for employees
52.12	911310.01.911	Dispatcher CME/In-service trng
611.00	911320.01.911	IAEFD Certs/Recerts
1,218.00	911320.02.911	IAEMD Certs/Recerts

Central Utah 911
Invoice Register: 1/1/2024 to 1/31/2024 - All Invoices

2/1/2024

<u>Invoice No.</u>	<u>Vendor</u>	<u>Check No.</u>	<u>Ledger Date</u>	<u>Due Date</u>	<u>Amount</u>	<u>Account No.</u>	<u>Account Name.</u>	<u>Description</u>
					85.00	911410.01.911	Headsets, base stations, batteri	
					48.76	911410.02.911	Computer peripheral/tools/acces	
					119.88	911420.12.911	PDF solution	
					15.00	911420.13.911	HR LMS	
					24,195.30	911430.02.911	Spillman & HiLink maintenance	
					806.90	911440.01.911	911 phones (selective router, N	
					512.92	911440.02.911	Dispatch administrative lines	
					598.52	911440.03.911	Business admin lines	
					260.31	911440.04.911	Long distance	
					276.90	911440.06.911	Cell phones	
					750.25	911440.07.911	Fiber connectivity	
					580.00	911440.08.911	Internet	
					41.09	911520.01.911	Building maintenance supplies	
					2,976.96	911520.02.911	Janitorial services and supplies	
					1,192.79	911520.03.911	Generator preventative plan	
					99.97	911530.01.911	Grounds maintenance	
					2,222.47	911540.01.911	Electricity	
					310.49	911540.04.911	Dumpster	
					269,607.28		Total	
					\$269,713.83		GL Account Summary Total	

Central Utah 911
Financial Report
911 Central Utah 911 - 10/01/2023 to 12/31/2023
50.00% of the fiscal year has expired

	2022 Year End Actual	December Actual	2023 YTD Actual
Net Position			
Assets:			
Current Assets			
Cash and cash equivalents			
1112 Central Bank - Central Utah 911	238,535.46	(72,907.40)	41,049.98
1150 PTIF 5309	2,860,889.07	(113,993.48)	2,159,910.71
1190 CHECKING - CENTRAL BANK	1,281.48	0.00	1,281.48
1191 Undeposited receipts	247.00	0.00	0.00
1199.1 Restricted cash	150,000.00	0.00	150,000.00
1199.2 Restricted cash offset	(150,000.00)	0.00	(150,000.00)
Total Cash and cash equivalents	3,100,953.01	(186,900.88)	2,202,242.17
Receivables			
1311 ACCOUNTS RECEIVABLE	123,982.59	982,117.53	991,636.26
1313 911 FEES RECEIVABLE	430,993.40	0.00	430,993.40
Total Receivables	554,975.99	982,117.53	1,422,629.66
Other current assets			
1400 PRE-PAID EXPENSES	293,934.56	0.00	293,934.56
Total Other current assets	293,934.56	0.00	293,934.56
Total Current Assets	3,949,863.56	795,216.65	3,918,806.39
Non-Current Assets			
Capital assets			
Property			
1610.2 LAND	150,000.00	0.00	150,000.00
1620.1 BUILDINGS	2,062,438.04	0.00	2,062,438.04
1620.2 BUILDINGS	3,086,193.08	0.00	3,086,193.08
1640.1 EQUIPMENT AND SOFTWARE	232,845.28	0.00	232,845.28
1640.3 EQUIPMENT AND SOFTWARE	911,511.96	0.00	911,511.96
1645.2 Furniture and fixtures	263,563.33	0.00	263,563.33
Total Property	6,706,551.69	0.00	6,706,551.69
Accumulated depreciation			
1649.2 AccDpn Buildings	312,355.08	0.00	312,355.08
1649.3 AccDpn Buildings	467,405.16	0.00	467,405.16
1650.1 AccDpn Equipment and software	539,963.11	0.00	539,963.11
1650.3 AccDpn Equipment and software	253,606.59	0.00	253,606.59
1655.2 AccDpn Furniture and fixtures	224,028.76	0.00	224,028.76
Total Accumulated depreciation	1,797,358.70	0.00	1,797,358.70
Total Capital assets	4,909,192.99	0.00	4,909,192.99
Other non-current assets			
1510 DEFERRED OUTFLOWS OF RE	709,161.00	0.00	709,161.00
Total Other non-current assets	709,161.00	0.00	709,161.00
Total Non-Current Assets	5,618,353.99	0.00	5,618,353.99
Total Assets:	9,568,217.55	795,216.65	9,537,160.38
Liabilities and Fund Equity:			
Liabilities:			
Accounts payable			
2130 ACCOUNTS PAYABLE	107,461.18	(2,357.28)	2,059.26
Total Accounts payable	107,461.18	(2,357.28)	2,059.26
Payroll liabilities			
2221 Federal taxes payable	0.00	(173.52)	(1,545.89)
2224 Retirement payable	0.00	(5.68)	305.43
2225 Employee life ins payable	2,287.63	154.50	3,864.66
2226 Health ins payable	0.00	(1,030.61)	(1,615.23)
2227 Dental ins payable	3,231.12	0.00	(4,462.76)
2228 Visions ins payable	606.56	0.00	390.23
2229 FSA payable	0.00	1,116.02	935.33
2230 HSA payable	0.00	(67.50)	(497.42)
2232 Garnishments payable	1,311.85	50.50	(2,830.67)
2233 Guardian payable	3,264.61	239.38	(3,551.97)
2300 LT COMPENSATED ABSENCES	157,914.85	0.00	157,914.85
Total Payroll liabilities	168,616.62	283.09	148,906.56

Central Utah 911
Financial Report
911 Central Utah 911 - 10/01/2023 to 12/31/2023
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	2022 Year End Actual	December Actual	2023 YTD Actual
Deferred inflows			
2500 NET PENSION LIABILITY	384,903.00	0.00	384,903.00
2510 DEFERRED INFLOWS OF RESO	6,459.00	0.00	6,459.00
Total Deferred inflows	391,362.00	0.00	391,362.00
Total Liabilities:	667,439.80	(2,074.19)	542,327.82
Equity - Paid In / Contributed			
2900 FUND BALANCE	7,613,828.07	797,290.84	7,707,882.88
2910 CONTRIBUTIONS FROM GOVTS	1,106,238.68	0.00	1,106,238.68
2920 GOV'T CONTRIBUTIONS ASSETS	180,711.00	0.00	180,711.00
Total Equity - Paid In / Contributed	8,900,777.75	797,290.84	8,994,832.56
Total Liabilites and Fund Equity:	9,568,217.55	795,216.65	9,537,160.38
Total Net Position	0.00	0.00	0.00

Central Utah 911
Financial Report
911 Central Utah 911 - 10/01/2023 to 12/31/2023
50.00% of the fiscal year has expired

	2022 Year End Actual	December Actual	2023 YTD Actual	2023 Budget	Unearned/ Unused	% Earned/ Used
Income from operations						
Income						
Taxes						
310-100 USER FEES	2,480,235.46	982,117.53	1,860,066.89	4,955,354.00	3,095,287.11	37.54%
310-300 911 REVENUES	2,732,481.83	225,594.71	1,385,804.06	2,702,982.00	1,317,177.94	51.27%
Total Taxes	5,212,717.29	1,207,712.24	3,245,870.95	7,658,336.00	4,412,465.05	42.38%
Intergovernmental revenue						
370-100 GRANTS	10,580.00	0.00	0.00	0.00	0.00	0.00%
Total Intergovernmental revenue	10,580.00	0.00	0.00	0.00	0.00	0.00%
Interest						
360-100 INTEREST INCOME	96,980.80	10,411.81	63,217.58	83,915.00	20,697.42	75.34%
Total Interest	96,980.80	10,411.81	63,217.58	83,915.00	20,697.42	75.34%
Miscellaneous revenue						
360-900 MISCELLANEOUS REVENUE	4,477.75	0.00	304.15	0.00	(304.15)	0.00%
Total Miscellaneous revenue	4,477.75	0.00	304.15	0.00	(304.15)	0.00%
Total Income	5,324,755.84	1,218,124.05	3,309,392.68	7,742,251.00	4,432,858.32	42.74%
Expenses						
110-130 Salaries and Benefits						
Salaries						
110.01.911 Wages	2,979,706.64	267,221.88	1,914,494.95	4,350,000.00	2,435,505.05	44.01%
110.02.911 Overtime	397,300.46	24,605.00	196,127.70	450,000.00	253,872.30	43.58%
110.04.911 Performance-based increas	0.00	0.00	0.00	250,000.00	250,000.00	0.00%
Total Salaries	3,377,007.10	291,826.88	2,110,622.65	5,050,000.00	2,939,377.35	41.79%
Benefits						
110.03.911 Employee benefits	1,272,082.76	110,348.28	822,754.60	2,000,000.00	1,177,245.40	41.14%
Total Benefits	1,272,082.76	110,348.28	822,754.60	2,000,000.00	1,177,245.40	41.14%
Total 110-130 Salaries and Benefits	4,649,089.86	402,175.16	2,933,377.25	7,050,000.00	4,116,622.75	41.61%
150 Travel/Transportation						
150.01.911 Mileage	4,705.34	72.50	2,765.38	4,300.00	1,534.62	64.31%
150.03.911 Transportation	1,418.46	0.00	102.23	3,000.00	2,897.77	3.41%
150.04.911 Lodging	2,445.74	0.00	4,600.70	3,000.00	(1,600.70)	153.36%
150.05.911 Per Diem - out of area	826.00	0.00	1,027.00	2,500.00	1,473.00	41.08%
150.06.911 Meals - at training	322.26	0.00	285.07	1,500.00	1,214.93	19.00%
150.07.911 Other (parking, etc.)	213.00	0.00	24.00	300.00	276.00	8.00%
Total 150 Travel/Transportation	9,930.80	72.50	8,804.38	14,600.00	5,795.62	60.30%
160 Miscellaneous						
160.01.911 Wire transfers/bank fees	524.91	0.00	0.00	750.00	750.00	0.00%
Total 160 Miscellaneous	524.91	0.00	0.00	750.00	750.00	0.00%
210 Books/Subscr/Memberships						
210.01.911 APCO Memberships	1,719.00	0.00	1,807.99	2,401.00	593.01	75.30%
210.02.911 NENA Memberships	725.00	0.00	0.00	0.00	0.00	0.00%
210.03.911 Utah Government Finance As	50.00	0.00	0.00	50.00	50.00	0.00%
210.04.911 Utah County EMS Council Du	175.00	0.00	0.00	175.00	175.00	0.00%
210.06.911 Management publications	25.00	0.00	0.00	0.00	0.00	0.00%
Total 210 Books/Subscr/Memberships	2,694.00	0.00	1,807.99	2,626.00	818.01	68.85%
220 Office Expense & Supplies						
220.01.911 General office supplies	3,669.51	101.73	(89.83)	3,000.00	3,089.83	-2.99%
220.02.911 Printing	63.12	0.00	111.20	750.00	638.80	14.83%
220.03.911 Copier supplies/usage	133.74	0.00	41.52	500.00	458.48	8.30%
220.04.911 Printer supplies (toner)	535.77	0.00	0.00	500.00	500.00	0.00%
220.05.911 Postage	340.18	8.56	39.95	350.00	310.05	11.41%
Total 220 Office Expense & Supplies	4,742.32	110.29	102.84	5,100.00	4,997.16	2.02%
230 Public Notices						
230.01.911 Public notices/district	35.58	0.00	35.00	150.00	115.00	23.33%
230.02.911 Job advertisements	49.00	147.80	147.80	0.00	(147.80)	0.00%
Total 230 Public Notices	84.58	147.80	182.80	150.00	(32.80)	121.87%
240 Professional Services						
240.01.911 Legal services	5,000.00	0.00	5,000.00	5,000.00	0.00	100.00%
240.02.911 Audit service - financial	8,200.00	800.00	10,800.00	10,000.00	(800.00)	108.00%

Central Utah 911
Financial Report
911 Central Utah 911 - 10/01/2023 to 12/31/2023
50.00% of the fiscal year has expired

	2022 Year End Actual	December Actual	2023 YTD Actual	2023 Budget	Unearned/ Unused	% Earned/ Used
240.03.911 Audit - BEMS	4,970.54	0.00	0.00	65.00	65.00	0.00%
240.04.911 Language Line	5,135.19	661.71	4,261.44	5,000.00	738.56	85.23%
240.05.911 Drug Screening	(2,061.00)	38.00	400.00	2,500.00	2,100.00	16.00%
240.06.911 Pre-Employment Psychologic	232.00	0.00	1,704.00	5,500.00	3,796.00	30.98%
240.07.911 Audiometry Tests	87.00	0.00	174.00	500.00	326.00	34.80%
Total 240 Professional Services	21,563.73	1,499.71	22,339.44	28,565.00	6,225.56	78.21%
250 Insurance Bonds						
250.01.911 General liability insurance	9,960.00	0.00	13,798.00	9,000.00	(4,798.00)	153.31%
250.03.911 Crime insurance	425.00	425.00	425.00	600.00	175.00	70.83%
250.04.911 Facility property insurance	7,701.99	0.00	8,109.52	8,000.00	(109.52)	101.37%
Total 250 Insurance Bonds	18,086.99	425.00	22,332.52	17,600.00	(4,732.52)	126.89%
260 Misellaneous Supplies						
260.01.911 Business expenses (meeting	1,567.71	0.00	341.02	1,650.00	1,308.98	20.67%
260.02.911 Telecommunicator week	2,705.09	0.00	0.00	3,520.00	3,520.00	0.00%
260.03.911 Holiday gift for employees	6,199.74	4,628.55	4,653.55	6,880.00	2,226.45	67.64%
260.04.911 Employee recognitions	6,287.04	0.00	(1,679.82)	4,400.00	6,079.82	-38.18%
Total 260 Misellaneous Supplies	16,759.58	4,628.55	3,314.75	16,450.00	13,135.25	20.15%
310 Training and Education						
310.01.911 Dispatcher CME/In-service tr	843.66	76.15	627.52	2,000.00	1,372.48	31.38%
310.03.911 Supervisory training	299.00	0.00	466.00	2,000.00	1,534.00	23.30%
310.04.911 Administrative training	379.00	0.00	0.00	1,000.00	1,000.00	0.00%
310.05.911 Professional development trai	616.45	0.00	0.00	2,500.00	2,500.00	0.00%
310.06.911 Education materials/supplies	436.53	0.00	0.00	200.00	200.00	0.00%
310.07.911 Public education supplies	910.00	0.00	305.90	800.00	494.10	38.24%
310.08.911 Conference registrations	1,983.40	0.00	427.89	5,000.00	4,572.11	8.56%
520-340 COUNTY WIDE TRAINING	(722.78)	0.00	0.00	0.00	0.00	0.00%
Total 310 Training and Education	4,745.26	76.15	1,827.31	13,500.00	11,672.69	13.54%
320 Certifications						
320.01.911 IAEPD Certs/Recerts	3,916.50	0.00	2,299.00	5,000.00	2,701.00	45.98%
320.02.911 IAEMD Certs/Recerts	3,595.50	46.50	1,857.50	4,000.00	2,142.50	46.44%
320.04.911 CPR Certs/Recert	250.00	0.00	574.56	0.00	(574.56)	0.00%
320.05.911 Trainers course (CTO, recerts	809.00	30.00	1,042.00	4,500.00	3,458.00	23.16%
Total 320 Certifications	8,571.00	76.50	5,773.06	13,500.00	7,726.94	42.76%
410 Information Technology						
410.01.911 Headsets, base stations, batt	3,850.81	0.00	1,611.05	7,500.00	5,888.95	21.48%
410.02.911 Computer peripheral/tools/ac	1,078.72	27.58	385.56	2,000.00	1,614.44	19.28%
Total 410 Information Technology	4,929.53	27.58	1,996.61	9,500.00	7,503.39	21.02%
420 Software Licensing/Renewals						
420.01.911 Schedule software	5,550.00	0.00	6,216.00	5,500.00	(716.00)	113.02%
420.02.911 Renewals for firewall	6,185.00	0.00	0.00	9,000.00	9,000.00	0.00%
420.03.911 Exchange online	4,730.78	0.00	6,259.34	5,600.00	(659.34)	111.77%
420.04.911 Frontline	4,300.00	0.00	10,575.00	10,300.00	(275.00)	102.67%
420.05.911 VM backup	1,411.94	0.00	0.00	2,000.00	2,000.00	0.00%
420.07.911 Renewals for Spam Hero, We	947.50	0.00	0.00	1,400.00	1,400.00	0.00%
420.08.911 Domain registration	0.00	0.00	0.00	200.00	200.00	0.00%
420.09.911 Website hosting	105.52	0.00	0.00	250.00	250.00	0.00%
420.10.911 Renewals for SplashTop, PD	2,781.80	0.00	1,829.40	2,000.00	170.60	91.47%
420.11.911 TechSmith Camtasia	90.85	0.00	0.00	200.00	200.00	0.00%
420.12.911 PDF solution	119.88	0.00	0.00	360.00	360.00	0.00%
420.13.911 HR LMS	2,973.70	1,456.60	3,578.90	3,000.00	(578.90)	119.30%
420.15.911 Rapid SOS/Prepared 911	0.00	0.00	39,380.00	55,000.00	15,620.00	71.60%
Total 420 Software Licensing/Renewals	29,196.97	1,456.60	67,838.64	94,810.00	26,971.36	71.55%
430 IT Maintenance & Support						
430.01.911 Radio support/maintenance	13,586.00	0.00	10,665.00	11,000.00	335.00	96.95%
430.02.911 Spillman & Hiplink mainten	23,377.09	0.00	7,849.25	40,000.00	32,150.75	19.62%
430.03.911 Critical support	3,995.00	0.00	0.00	4,000.00	4,000.00	0.00%
430.04.911 Financial Software support	4,600.00	0.00	1,150.00	4,200.00	3,050.00	27.38%
430.05.911 Priority dispatch card support	0.00	0.00	0.00	2,000.00	2,000.00	0.00%
430.06.911 ProQA/AQUA support	0.00	0.00	0.00	14,000.00	14,000.00	0.00%
430.08.911 Notification System	17,250.00	0.00	22,425.00	23,000.00	575.00	97.50%
430.09.911 Fire Paging/Alerting	77,606.51	0.00	15,552.00	52,500.00	36,948.00	29.62%
430.10.911 Logging Recorder Mainten	0.00	0.00	4,904.01	5,000.00	95.99	98.08%

Central Utah 911
Financial Report
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	2022 Year End Actual	December Actual	2023 YTD Actual	2023 Budget	Unearned/ Unused	% Earned/ Used
Total 430 IT Maintenance & Support	140,414.60	0.00	62,545.26	155,700.00	93,154.74	40.17%
440 Telephone & Communications						
440.01.911 911 phones (selective router,	8,720.35	806.30	3,207.50	10,800.00	7,592.50	29.70%
440.02.911 Dispatch administrative lines	5,992.91	512.14	2,835.46	8,100.00	5,264.54	35.01%
440.03.911 Business admin lines	6,874.78	598.22	3,243.78	6,200.00	2,956.22	52.32%
440.04.911 Long distance	3,264.52	0.00	2,000.33	4,200.00	2,199.67	47.63%
440.05.911 Bluffdale FX	1,901.85	157.86	1,083.33	2,400.00	1,316.67	45.14%
440.06.911 Cell phones	1,835.83	0.00	676.61	3,000.00	2,323.39	22.55%
440.07.911 Fiber connectivity	8,176.16	750.25	4,501.50	8,600.00	4,098.50	52.34%
440.08.911 Internet	3,759.71	776.00	5,104.37	13,200.00	8,095.63	38.67%
Total 440 Telephone & Communications	40,526.11	3,600.77	22,652.88	56,500.00	33,847.12	40.09%
510 Facilities						
510.01.911 Work area health/sanitization	1,119.76	59.98	739.47	4,000.00	3,260.53	18.49%
510.03.911 Breakroom/Kitchen supplies	3,723.83	0.00	972.16	4,000.00	3,027.84	24.30%
510.04.911 Water Softener	8,682.40	0.00	8,374.12	8,500.00	125.88	98.52%
Total 510 Facilities	13,525.99	59.98	10,085.75	16,500.00	6,414.25	61.13%
520 Facilities Maintenance						
520.01.911 Building maintenance supplie	2,158.25	584.83	1,652.05	2,000.00	347.95	82.60%
520.02.911 Janitorial services and suppli	14,901.34	259.35	11,942.39	16,800.00	4,857.61	71.09%
520.03.911 Generator preventative plan	2,892.98	0.00	2,277.00	3,600.00	1,323.00	63.25%
520.04.911 HVAC system & preventative	3,367.50	0.00	0.00	3,300.00	3,300.00	0.00%
520.05.911 UPS service	2,500.00	2,500.00	2,500.00	2,400.00	(100.00)	104.17%
Total 520 Facilities Maintenance	25,820.07	3,344.18	18,371.44	28,100.00	9,728.56	65.38%
530 Grounds Maintenance						
530.01.911 Grounds maintenance	2,468.83	0.00	158.63	1,300.00	1,141.37	12.20%
530.02.911 Snow removal	1,727.19	0.00	0.00	3,000.00	3,000.00	0.00%
530.03.911 Pest control	288.00	0.00	0.00	500.00	500.00	0.00%
530.04.911 Equipment	43.94	0.00	278.84	500.00	221.16	55.77%
Total 530 Grounds Maintenance	4,527.96	0.00	437.47	5,300.00	4,862.53	8.25%
540 Utilities						
540.01.911 Electricity	22,931.91	1,714.85	8,928.21	24,000.00	15,071.79	37.20%
540.02.911 Water and sewer	3,443.24	207.10	1,226.70	3,500.00	2,273.30	35.05%
540.04.911 Dumpster	3,193.14	310.49	1,679.05	3,000.00	1,320.95	55.97%
Total 540 Utilities	29,568.29	2,232.44	11,833.96	30,500.00	18,666.04	38.80%
740 Capital						
740.01.911 General/miscellaneous	9,493.20	0.00	0.00	15,500.00	15,500.00	0.00%
740.02.911 Office equipment	48,978.49	0.00	12,954.80	13,000.00	45.20	99.65%
740.03.911 Training and education	0.00	0.00	0.00	9,000.00	9,000.00	0.00%
740.04.911 Information technology	9,725.80	900.00	6,758.72	10,000.00	3,241.28	67.59%
740.05.911 DSS recorder investment (#2	0.00	0.00	0.00	60,000.00	60,000.00	0.00%
740.06.911 Facility	0.00	0.00	0.00	75,000.00	75,000.00	0.00%
Total 740 Capital	68,197.49	900.00	19,713.52	182,500.00	162,786.48	10.80%
Depreciation expense						
911-530 DEPRECIATION EXPENSE	284,482.67	0.00	0.00	0.00	0.00	0.00%
Total Depreciation expense	284,482.67	0.00	0.00	0.00	0.00	0.00%
Total Expenses	5,377,982.71	420,833.21	3,215,337.87	7,742,251.00	4,526,913.13	41.53%
Total Income from operations	(53,226.87)	797,290.84	94,054.81	0.00	(94,054.81)	0.00%

03.03 Job Share

03.03.1 PURPOSE

To clarify Job Share requirements and expectations.

03.03.2 POLICY

1. Two employees sharing a full-time position must coordinate to equally share the required work schedule based on the scheduling options provided.
2. When a person in a job-share partnership later resigns or receives approval to change to full-time or part-time status, the remaining partner will be provided a time frame in which they must either enter a new partnership or change status from the options available (full-time or part-time).

03.03.3 BENEFITS

- ~~1. At the time of the approval of this partnership, the following benefits are available. Utah State Retirement in the original Tier designation~~
- ~~2. 401K contributions by employer based on current policy~~
- ~~3. Workers Compensation~~
- ~~4. Vacation leave accrues at one-half the rate of a full-time employee~~
- ~~5. Sick leave accrues at one-half the rate of a full-time employee~~
- ~~6. Holiday pay accrues at one-half the rate of a full-time employee~~
- ~~7. Family and Medical Leave as eligible (based on hours worked)~~
- ~~8. Military leave~~
9. Bereavement Leave at one-half the hours of a full-time employee CU911 will follow all Federal and State statutes and URS rules in regards to benefits for Job Share Employees

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03.03.4 BENEFITS NO LONGER AVAILABLE FOR JOB SHARE

Benefits no longer available in changing from full-time to job-share include:

- ~~1. Health insurance~~
- ~~2. Dental insurance~~
- ~~3. Life insurance~~
- ~~4. Long Term Disability~~

03.03.5 EXPECTATIONS

1. Current policies or guidelines for vacation caps, mandatory on-call, sick leave documentation, etc. will change in accordance with the number of work hours. See those specific policies and guidelines to ensure understanding.
2. A Dispatcher 2 in job-share status will have special assignment responsibilities.
3. One special assignment of a Dispatcher 2 (including job-share) will be back-up training responsibilities when a Senior Dispatcher is not available due to leave time, fulfilling acting supervisor duties, or other unforeseen circumstances. When fulfilling new hire training assignments, the D2 will receive the out-of-range pay benefit.

03.03.6 SCHEDULING

1. For schedule bids the partnership will select their schedule rotation option based on the seniority of the most senior partner.
2. For vacation bids each partner will select their vacation bid based on their individual seniority.

3. At the beginning of the partnership, and each subsequent schedule bid, the partners will select from one of two share options, and must remain with that option until the next schedule rotation. Exceptions to these will be if Central Utah 911 requires a different option. The two options are:
 - a. Alternating weeks with one partner working one full week and the other working the next full week.
 - b. Split work weeks, alternating each week. Under the current schedule one partner will work the first two 12-hour shifts of the work week and the second partner working the third 12-hour shift and the 6-hour shift. The next week the partners would switch.
4. Job-share partners have the same opportunities for rotation trades or day trades as full-time employees, using the policies/guidelines in place.

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11.11 Text to 911 Call Processing

11.11.1 PURPOSE

To set a consistent way of handling text to 911 requests for assistance.

11.11.2 RECEIVING A TEXT TO 911 MESSAGE

1. In lieu of using voice to contact 911, a caller may opt to send an SMS or text message to 911.
2. Because of the expediency of voice, callers are encouraged to dial 911 and give information by speaking with a dispatcher. However, recognizing that callers in life threatening situations may need a non-verbal way of calling for help and callers with communications barriers may have only text as a way of communicating.
3. Texts to 911 will be handled with the same care and expediency of a voice call to 911. Texts to 911 messages will come into the text calls window on the tab for Text Calls.
4. The Text calls queue will show the date, time, phone number, and initial text message in the window.
5. To answer or respond to the text message, the dispatcher will highlight the unhandled call and press the button marked PICKUP.
6. Callers using text to 911 will be encouraged to voice call 911, however, a dispatcher should never refuse to handle a text to 911 call. If the caller can voice contact 911, they should be advised to tell the answering dispatcher this is a continuation of a text to 911 call.
7. If the dispatcher believes the caller is driving and texting, the caller will be advised to safely pull off the road to continue the conversation.
8. Messaging with the caller will be done in the tab marked TEXT CONVERSATIONS. This window contains buttons marked INITIAL, GENERAL, LAW, SUSPECT, FIRE, and EMS. These buttons link to pre-written questions and statements to save the dispatcher time. Once the message to voice call 911 has been sent, the dispatcher should then determine the location, call back number and type of emergency just as they would with a voice caller. Location and call back number will always be verified.
9. If the text message indicates that a response by police, fire, or medical is needed, the dispatcher will process a CAD call for an incident just as he would with a voice call.
10. Once the location and nature of the emergency is determined, the CAD call will be routed to dispatch for appropriate dispatch. It must be noted in the CAD call notes that the information is being obtained through texting.

11.11.3 TEXT COMMUNICATION

1. To begin a conversation, the dispatcher may choose an appropriate message from the canned messages in the system or by typing messages manually.
2. Case Entry for medicals and fires should be used. The dispatcher will use the same standard of care when processing medicals and obtain patient information as quickly as practical. If possible, Dispatch Life support information should be given.
3. Scene safety should be given a high priority as the dispatcher has no ability to overhear background clues to unsafe situations as with a voice call.
4. All pertinent information should be retyped into the CAD calls as there is no way at this time to transfer texting information into the CAD.
5. Non-standard and texting abbreviations should be avoided. Standard and well-known abbreviations may be used.

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6. When handling a text to 911 call only one person can type at a time. The dispatcher should wait for a response from the caller before asking more information.
7. If a non-English text message is received Prepared 911 text translation services may be utilized. ~~If~~ an on-duty dispatcher has those language skills, the call ~~may~~should be handed off to the appropriate dispatcher if they are available. ~~Another option i~~f that language skill is not available on staff, the dispatcher ~~may~~should ask the caller if they are able to text in English or if they can call in by voice. Currently, we are unable to use language line for text communication.
8. After all information needed has been obtained or responders are on scene, the dispatcher should indicate that information in a final text and indicate that the texting session is being discontinued. To end the texting session, the dispatcher must click on the box marked RELEASE.

11.11.4 ABANDONED TEXT CALLS

1. If a text has not been picked up from the queue within fifteen minutes, the call will go as abandoned. Due to technology constraints, a text cannot be sent from the 911 phone system to an abandoned text message. If the texting party has not responded back in fifteen minutes, the call will also go abandoned at that point. Also check the text data window as some calls do come with latitude and longitude of the last location.
2. On an abandoned call, the dispatcher should use the cell phone provided by Central Utah 911 to contact the caller back. Contact via voice calling should be a last resort as the texting party may be in a hazardous situation which prompted the use of texting in the first place.
3. If the texting number can be located in the names file, a law response should be sent to the phone number holder's last known address.
4. The texting number's service provider may be contacted for last known location when the phone was used. Text to 911 messages do not plot on 911 phone maps nor do they have GPS information attached to them.
5. If a response on the text indicates it was an accidental text or the language is garbled, the dispatcher should text back "If you have an emergency, text or call 911." If there is still no response, the phone number should be tracked as an abandoned text.

11.11.5 MISDIRECTED TEXT MESSAGES

1. Because text messages are cell phone generated, a text message will be sent to the PSAP covering the area of the cell tower used by the phone. This may not be where the incident is occurring.
2. Text messages may only be transferred to the other PSAPs in Utah County: Orem, Provo, and Springville. If a text to 911 message is received for an area where transfer cannot be done, the dispatcher should take the call, enter it into the CAD for documentation and direct another dispatcher to contact the correct PSAP for the call to be dispatched. Once the information has been fully relayed to the correct center, the CAD call will be zoned DDISP and dispatched to cancel.
3. If a dispatcher is working on a text to 911 call session but can no longer handle the texting, that text session may be transferred to another dispatcher on the floor using the same method of transferring to an in county PSAP.

11.11.6 MULTI-MEDIA MESSAGES

1. If a multi-media message (video or picture) is sent to 911 the dispatcher will receive a text message advising of an additional attachment. This message contains the phone number for the Text Control Center (TCC) and a unique reference number for accessing the media.

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2. When a dispatcher is notified of the multi-media attachment, the texting party should be asked what the media contains and how it pertains to the situation. The dispatcher should notify the supervisor or other available dispatcher in charge will contact the TCC on the provided phone number and use the unique ID. The TCC will forward the multi- media message to an accessible email for further review.
 - a. If the media contains time sensitive information such as a photo or video of a suspect, vehicle, etc., the responding units should be notified of the additional media and what it contains.
 - b. The dispatcher receiving the email should then distribute the media in the manner specified by the responding units.

11.11.7 DOCUMENTATION

1. Information from the texting sessions should be documented in the CAD calls.
2. Text data may be recovered from the ECATs system.

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Revised 05/04/2023

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11.05 911 Call Processing

11.05.1 PURPOSE

To establish a consistent way of handling all types of wireless and ~~wireline-landline~~ 911 calls and establishing follow up procedures.

11.05.2 POLICY

9-1-1 calls will be handled in an efficient and effective manner. Every effort will be made to follow up on the call appropriately in order to send assistance where needed. All abandoned, disconnected, misdialed or silent calls should be documented in the CAD with details of the call and any follow-up actions taken.

11.05.3 DEFINITIONS

1. An abandoned 911 occurs when the caller disconnects after the call has entered the 911 phone system but before the call is answered.
2. A disconnected 911 call occurs when the caller hangs up after the call has been answered by a telecommunicator or before the telecommunicator has enough information to determine if the call is an emergency.
3. A silent 911 call is an open voice line call or non-voice communication where the caller is not responding to the telecommunicator's questions.
4. An uninitialized or unregistered cellular device is a cell phone whose area code or phone prefix is showing as 911. These calls are untraceable and unable to receive a call back.
5. Wireless – a 911 call made from a cell phone or wireless device. 911 screen will show cell phone provider, tower location and PANI routing number, the caller's cellular number and the latitude and longitude of the caller.
6. ~~Wireline-Landline~~ – a 911 call made from a phone wired to a specific location. 911 screen will show the phone's physical address location, phone owner name, and call back number. This includes Voice over Internet Protocol (VoIP) telephones.
7. No Record Found calls – are almost always a ~~wireline-landline~~ call. No record found occurs when a ~~wireline-landline~~ phone has not been programmed or associated with a 911 screen giving the phone's location.
8. A misdialed 911 occurs when the emergency function of a cell phone is activated while in a pocket or use of the phone's built in SOS function.
9. Phase 1 cell calls show Phase 1 in the call screen and provides only the cell tower location.
10. Phase 2 cell calls show Phase 2 in the call screen and gives an approximate latitude and longitude of where the call originated.

11.05.4 WIRELESS CALL HANDLING

1. Phase 1 calls
 - a. An abandoned 911 cellular call with a 911 prefix should be documented, natured as 911 Cell DD and dispatched to cancel without being given to an officer.
 - b. An abandoned 911 cellular with a phone number should either be called back or sent the Prepared 911 message to re-call 911 or to call the non-emergency ten-digit number. If no contact is made, the call will be documented for the CAD with the nature of 911 Cell DD and dispatched to cancel without being given to an officer.

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- c. A 911 cellular call that is obviously a child playing on the phone should be documented, natured as 911 Cell DD and dispatched to cancel without calling back or being given to an officer.
 - d. An obvious pocket dial or inadvertent call without contact back to the caller may be dispatched to cancel without being given to an officer. If contact is made with the caller and they advise it was an inadvertent call, the CAD call may be closed without dispatch to an officer as well.
 - e. On open line on a Phase 1 call, the dispatcher should listen to determine if there are suspicious sounds or calls for help. If nothing suspicious is heard, the call can be disconnected, and a Prepared 911 message sent to the phone number. If no contact is made, dispatch the call to cancel without giving it to an officer.
 - f. If there are suspicious sounds or sounds of distress, the call taker should begin research on the phone number to determine a caller location and to obtain subscriber information. In addition, a Prepared 911 message should be sent with a link to contact dispatch in an attempt to establish caller location.
 - g. Silent calls should be queried with the TDD/TTY device in case the caller is communications impaired.
2. Phase 2 calls
- a. An abandoned 911 cellular call with a 911 prefix should be documented and dispatched to cancel without being given to an officer.
 - b. An abandoned 911 cellular call with a phone number should be called back or contacted via Prepared 911 message. If no contact is made, the call will be documented and dispatched to cancel without being given to an officer.
 - c. If the caller stays on the line, is cooperative and states the call was a misdial or inadvertent, the call will be documented and dispatched to cancel without being given to an officer.
 - d. If the call is obviously a child playing on the phone, with or without a parent taking the phone from the child, the call will be documented and dispatched to cancel without being given to an officer.
 - e. If the call taker can hear normal conversation, television, radio, etc. in the background, the call taker should query the open line with the TTY to determine if the caller is communication impaired. If there is no answer to the TTY, the call taker should disconnect and attempt to contact through Prepared 911 messaging. If no contact is made or if the person answering the call states there is no emergency, the call may be dispatched to cancel without being given to an officer.
 - f. If there are sounds or an indication of an emergency on an open 911 line, the call taker should rebid the call to get a more accurate location for the caller to assist in finding the caller.
 - g. If there is any indication of a problem on call back, officers will be dispatched to the location given by the caller. If the caller is unwilling or unable to give an address, the phone number will be researched to determine a possible location. A Prepared 911 link should also be sent to establish location and communications.
 - h. Any Phase 2 wireless 911 call where there is an indication of a problem should have an officer response sent to the location indicated by the latitude and longitude of the 911 call while the number is researched for a more accurate location and a Prepared 911 link is sent.

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11.05.5 ~~WIRELINE-LANDLINE~~ CALL HANDLING

1. If the caller does not hang up but stays on the line, the telecommunicator should determine the caller's location, name, and if assistance is needed or was needed.
2. If an emergency exists or existed, a response should be sent, and the nature should be based on the existing problem. Even though the emergency has ended or appears to be ended, responders still should be dispatched.
- ~~3. If the caller is cooperative and no emergency exists and the call was in error, the call can be classified as 911 ABAND and be closed without dispatch.~~
- ~~4.3.~~ Silent calls should be queried with a TDD/TTY device in case the caller is communications impaired.
- ~~5.4.~~ Any 911 ~~silent, hang up, or abandoned wireline-landline~~ call should have a response sent to the location given by the caller or to the location on the 911 screen.
- ~~6. Any 911 wireline call where there is an indication of an emergency should have a response sent to the location given by the caller or to the location on the 911 screen.~~

11.05.6 RESEARCH OF INFORMATION

1. Any evidence of an emergency requires the telecommunicator to try to determine an accurate location of the caller.
2. On Phase 1 or Phase 2 cellular calls:
 - a. Immediately use the phone system's rebid function to try to obtain an updated location and push to Phase 2. If the first rebid action does not provide an update to a Phase 2 location, additional rebid efforts may provide the information. Continue to rebid approximately every 30 seconds if the line is open.
3. Rapid SOS, Prepared 911 or any other service that allows us to determine better locations should be used.
4. CAD name information should be searched by phone number.
5. The phone provider of the number should be determined, and contact made with the provider to do an account search for the subscriber's address.
6. If locations of the incident or possible locations of the caller based on history are found, the CAD call should be updated with the new information and dispatched to the appropriate agency.
7. If no valid location can be determined, all information including efforts to locate the caller, will be documented and the call dispatched to cancel.

11.05.7 REPEATED CALLS FROM THE SAME NUMBER

If repeated calls are received from the same phone number, additional steps should be taken to trace or research the phone number to find a location to make contact with the phone owner for resolution.

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Revised 01/29/2024

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09.15 Audit Policy and Audit Committee

09.15.1 PURPOSE

Central Utah 911 (CU911) is responsible for conducting internal reviews of all dispatch policies and procedures by employing a systematic, disciplined approach to evaluate and improve the effectiveness of dispatch management.

09.15.2 POLICY

1. The audit committee will consist of every full time CU911 Dispatcher with the exception of those still in the training program. ~~The Professional Standards supervisor~~A member of the Administration Team will chair this committee.
2. The audit committee will provide assistance to the committee chair in fulfilling the oversight responsibilities by reviewing each policy and procedure provided by the ~~Professional Standards supervisor~~ administrative chair member.
3. In discharging its responsibilities, the audit committee will:
 - a. Serve as an independent and objective party to monitor the dispatch policies and procedures.
 - b. Promote a coordinated, efficient and effective audit function.
 - c. Promote an effective and continuously improving system of internal control for achieving the dispatch centers goals and objectives.
 - d. Review, evaluate and recommend possible changes or additions to each assigned policy.
 - e. Every six months (~~January 1st and July 1st~~) review and revise each assigned policy.
 - f. Keep all dispatch policies current.

~~4.~~ All policies and Standard Operating Procedures will be signed by each employee within 30 days of distribution. If an employee is on extended leave, this time frame may be extended at the discretion of the Executive Director.

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09.15.3 RESPONSIBILITIES

1. Each committee member will be assigned a specific number of dispatch policies. Each assigned policy will be reviewed by the responsible dispatcher ensuring that all information found within the policy is current, correct and effective. At the completion of the audit upon each policy, the committee member will forward their findings to the ~~Professional Standards supervisor~~ administrative chair member, before the ~~end of each designated audit period~~ stated due date.
2. Audit reports may be submitted on official audit paperwork (see attached form) or electronically via email.
3. Assigned audits can be turned in up to one month before the due date.
4. The ~~Professional Standards supervisor~~ administrative chair member will review each submitted report for possible corrections and updates. Recommendations for removing policies or major changes in individual policies may require the review of administration and/or board(s).
5. To make sure of timeliness and constant accuracy, all policies may be audited at any time.



Policy is correct and accurate: Yes _____ No _____

Recommended revisions:

|

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Revised 01/29/2024

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Audit Committee Member

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Revised 05/04/2023

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12.12 Keep the Peace Requests

12.12.1 PURPOSE

To establish information needed to determine the appropriateness of a keep the peace request.

12.12.2 REQUESTS FOR A CIVIL STANDBY OR KEEP THE PEACE

1. A citizen can request for a law enforcement officer to stand by while the citizen contacts another person when the reporting citizen believes the situation could escalate. Officers will stand by to ensure there are no physical assaults or disturbances and ensure the safety of the individuals involved.
2. Ex Parte or protective orders that allow a person to pick up property also require an officer to stand by while the person is at any protected location.
3. For no contact orders, the person MAY NOT contact the other party at all and a keep the peace cannot be done, with or without an officer. If the citizen has further questions about this, a call should be entered to have an officer contact the citizen by phone.
4. When a citizen is requesting a civil stand by or a keep the peace, the call taker should determine:
 - a. Location where the keep the peace is to occur
 - b. Time when the caller would like to meet the officer. We do not schedule a keep the peace incident more than ~~15-20 minutes~~~~one hour~~ ahead of time and do not make reservations.
 - c. A location away from the address where the caller and officer can meet
 - d. Ask if there are any ex parte, protective order, no contact order or civil restraining orders in place. Names of the parties involved should be obtained and UCJIS transactions ran to double check for orders.
 - i. Does the order allow the caller to go on premise with an officer? No contact orders do NOT allow for keep the peace situations and some civil restraining orders may also prohibit the caller from contacting the other party as well.
 - e. If there are no court orders prohibiting the party from making contact, or if there is an order in place but with a clause allowing for the pickup of personal property with an officer present, the request should be classified as a Keep the Peace.
 - f. A description of the citizen's vehicle should be obtained so the officer can spot the citizen at the rendezvous location.
 - g. The citizen should be warned to stay away from the protected location or protected party until the officer has met with them.

12.12.3 WHEN A KEEP THE PEACH OR STANDBY IS NOT ALLOWED

If the court order does not allow for a keep the peace or civil stand by, advise the caller to contact the police agency during regular business hours for additional information; ~~or if~~ ~~If~~ the citizen requires earlier contact, a call should be entered to have an officer contact the citizen by phone.

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08/08/2019

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11.16 No Contact Order Notifications

11.16.1 PURPOSE

To provide consistent notification to agencies on suspects who have been released from jail on no contact orders.

11.16.2 POLICY

Utah State law requires that the victim of domestic violence violations be notified when the suspect is released from jail with a no contact order. To assist with that requirement, dispatch will notify arresting agencies of releases involving their arrested suspects.

11.16.3 NOTIFICATIONS RECIEVED BY EMAIL

If notification is made via emailed documents:

1. Upon receiving an email from a jail of the issuance of a no contact order and the release of a suspect, the dispatcher will create a CAD call with the nature of INFO for the arresting agency detailing the suspect's name, the arresting officer information, and the case number of the officer's call, if available.
2. The radio dispatcher will dispatch the arresting officer to the call. If he is not available, a supervisor for that agency should be dispatched to the call. It is not necessary to read all pertinent information to the officer but may be dispatched as "information on a no contact order release has been sent to your MDT."
3. The email should then be moved to the email folder marked "NO CONTACT ORDER AFTER OFFICER NOTIFICATION."

11.16.4 NOTIFICATIONS RECEIVED BY FAX

If notification is made via faxed documents:

1. A CAD call with the nature of INFO should be created for the arresting agency with the suspect's name, the arresting officer information, and the case number of the officer's call, if available.
2. The radio dispatcher will dispatch the arresting officer to the call. If he is not available, a supervisor for that agency should be dispatched to the call. It is not necessary to read all pertinent information to the officer but may be dispatched as "information on a no contact order release has been sent to your MDT."
3. The paper document should have the CAD call number written on it. The paperwork should be left in the Operations Manager's tray.

11.16.5 NOTIFICATIONS RECEIVED BY PHONE

If notification is made by phone:

1. ~~When no other means to send them is possible or allowed, P~~phone notifications will be accepted from the Juab County jail only as the JCSO deputies and Nephi police officers have immediate access to all paperwork.
2. No other phone notifications will be ~~needed.~~ allowed.
3. Phone notification from the Juab jail will be documented in the CAD with the nature of INFO and dispatched to a deputy or Nephi police officer depending on the arresting agency.

14.04 Medical Helicopter Call Out

14.04.1 PURPOSE

This establishes the ~~general information steps to be taken for regarding~~ the call out of a medical helicopters, ~~to be used in conjunction with the Standard Operating Procedure for such call outs.~~

14.04.2 GENERAL

1. ~~When requested, the dispatcher will contact the AirCom dispatch center and request a one call request for Utah/Juab County for the Air Medical Transport Service (AMTS).~~
2. ~~Based on the geographical location of the patient, AirCom will send the closest, most appropriate aircraft to the scene and shall contact the appropriate dispatch center to request such aircraft.~~
1. ~~When requested, the dispatcher will contact the appropriate dispatch center for the Air Medical Transport service (AMTS) based on the geographical location of the patient.~~
2. ~~Response areas are set by the county air medical transport board and may be updated based on a change of location of helicopters, changes of assignments, etc.~~
3. ~~The dispatcher should consult the current response map on the 911 phone system or location description of the flight boundaries to determine the proper helicopter to send.~~
4. ~~All AMTS providers have the same operational capabilities with one exception: LifeFlight Ogden has hoist capabilities.~~

14.04.3 WHO CAN REQUEST A HELICOPTER

1. An ALS responder
2. BLS personnel when ALS is delayed or unavailable
3. In the absence of any EMS responder, any emergency service responder or lay person may request the helicopter if it is believed to be medically necessary. Any request for a helicopter should be relayed to medical responders as soon as they are on the air.

~~14.04.4 CALLING OUT THE HELICOPTER~~

1. ~~The dispatcher will advise the AMTS dispatcher of the following:~~
 - a. ~~The requesting entity~~
 - b. ~~The location of the call including GPS information~~
 - c. ~~Medical type~~
 - d. ~~Patient status and pertinent information~~
 - e. ~~Any special capabilities requested such as hoist or pediatric needs~~
 - f. ~~Whether AMTS is to launch or be on standby. If placed on standby, the dispatcher will update the AMTS dispatcher if they should launch or cancel by the 15 minute mark.~~
 - g. ~~What channel AMTS should use for contact~~
 - h. ~~The radio call sign of the ground contact who will assist in landing the helicopter~~
2. ~~The dispatcher will relay the following to the incident commander and responding units:~~
 - a. ~~Which helicopter service is responding and where it is responding from~~
 - b. ~~Who requested the helicopter (if it was not the incident commander)~~

- e. ~~Estimated flight time to the scene~~
- d. ~~Radio channel for ground contact~~
- 3. ~~When more than one helicopter is requested for the same call, the dispatcher will notify all AMTS dispatchers of additional aircraft being dispatched and the location the helicopters are responding from. If the UCSO airplane is also in the area, that information should be relayed as well.~~

14.04.45 CANCELLING A MEDICAL HELICOPTER

1. Because of trauma protocols, the authority for cancelling a medical helicopter lies with the responding EMS units. If a law enforcement officer requests the cancellation of the helicopter, the dispatcher will advise EMS responders of the request for cancellation and the reason for cancellation.
2. The final decision to cancel AMTS will be given by EMS responders.

14.04.56 GENERAL CALL OUT FOR AIR SUPPORT (NON-MEDICAL RESPONSES)

1. SAR (Search and Rescue) may request AMTS services to assist in searches for lost or missing persons. The dispatcher will contact the specified helicopter service request by the law officers and relay the information given by SAR.
2. In situations where both a hoist and transport are needed, it is recommended to call two helicopters. One to hoist and one for medical transport to minimize scene time.

~~SAR may request AMTS services to assist in searches for lost or missing persons. The dispatcher will contact the specific helicopter service requested by the law officers and relay the information given by SAR.~~

~~From 1000 N Provo (straight line across the county) this includes Provo Canyon, AF Canyon, Provo, Orem, Lindon, American Fork, Alpine, Highland, Lehi, Saratoga Springs, Cedar Fort, Fairfield, Eagle Mountain; 1st out: LifeFlight Provo; 2nd out: LifeFlight Murray~~

~~From 1000 N Provo south to Santaquin Main Street (this includes Santaquin Canyon, Nebo Loop (Utah County side), Spanish Fork Canyon, south Provo, Springville, Spanish Fork, Genola, north Santaquin, north Goshen, Payson, Salem; 1st out: LifeFlight Provo; 2nd out: AirMed Nephi~~

~~From Santaquin Main Street south (this includes all of Juab County) south Santaquin, south Goshen, Eureka, Elberta, Rocky Ridge, Mona, Nephi, Levan. 1st out: AirMed Nephi; 2nd out: LifeFlight Provo~~

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18.04 Shift Trades

18.04.1 PURPOSE

To establish guidelines for shift trades.

18.04.2 SINGLE TRADES

1. Single shift trade requests should be submitted through the scheduling software.
2. If the software doesn't allow the trade due to the dispatchers having different classifications or skill levels, an email should be submitted to the scheduling supervisor for review.
3. Call Taker only or non-fully trained employees' trades are restricted to ensure adequate radio coverage.
4. Fully trained dispatchers and supervisors may trade with other employees if a senior level or supervisor remains on the shift.
5. There must be at least an eight-hour rest between scheduled shifts.
6. Shifts may not exceed 15 hours.
7. If the trade is for shifts in the same pay week, the trade is considered a swap.
8. If the trade is for shifts in separate pay weeks, it is considered a trade.
9. Late arrivals on traded shifts count as a late for documentation.
10. Three-way trades are not allowed for single shift trades.
11. Traded hours may affect overtime pay or overtime hours. Trade received hours do count towards the receiver's overall pay hours, but overtime hours may be paid as straight time until over 40 hours of actual floor time is reached in the week.

12. Shift trades that have more than 90 days in between the shifts are not allowed.

12-13. Trades must be of the same time type. An on call day may not be traded for a regular working shift.

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~~18.4.3~~ 18.04.3 SICK CALLS ON A SINGLE TRADE SHIFT

If an employee calls in sick on a trade, they ~~must will need to~~ provide a doctor's note on their next shift back and the sick leave used will be deducted from their sick leave account. Failure to provide a doctor's note will be subject to escalation of discipline and the suspension of trade privileges.

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18.04.4 FAILURE TO SHOW ON A TRADE

If an employee fails to show for a trade, they will have leave deducted from their leave accounts to cover the hours missed. ~~Failure to report for work on a trade will be~~ may be subject to escalation of discipline and ~~may the suspension of trade privileges. have their trade privileges suspended.~~

18.4.5 SICK LEAVE TAKEN IN CONJUNCTION WITH A TRADED DAY

If an employee calls off sick on a shift to be worked before or after a traded day off, the employee may will be subject to escalation of discipline and the suspension of trade privileges.

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18.04.5 SHIFT ROTATION TRADES

1. Shift rotation trades are trades of scheduled shifts of more than a month and may be for the entire three-month rotation.
2. Supervisors may only trade their rotation with another supervisor.
3. Senior, D2 and fully trained D1 employees who are off probation may trade with each other as long as that trade still leaves at least one senior level dispatcher on the team.

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- 4. Employees who are not fully trained may be restricted from trades so they can get experience on all shifts.