



BOARD OF DIRECTORS
Meeting Minutes
Thursday, May 9, 2024
Central Utah 911 Dispatch
3047 N 400 W
Spanish Fork, UT

Members in Attendance:

Shane Sorensen, Alpine City, via Zoom
Ernie John, American Fork City, Vice-Chairman
Bob Morgan, Town of Cedar Hills, via Zoom
JC Reynolds, Town of Goshen, via Zoom
Marvin Kenison, Juab County, via Zoom
Scott DaBell, Lehi City, via Zoom
Seth Atkinson, Nephi City, via Zoom
Terry Ficklin, Salem City, Chairman
Norm Beagley, Santaquin City, via Zoom
Mark Christensen, City of Saratoga Springs, via Zoom
Seth Perrins, Spanish Fork City
Mike Smith, Utah County, via Zoom
Dorel Kynaston, Woodland Hills, via Zoom
Eric Ellis, Vineyard City, via Zoom
Julie Fullmer, Vineyard City, alternate, via Zoom

Absent Members:

Devid Gustin, Town of Cedar Fort
Jeff Weber, Eagle Mountain City
Jared Peterson, Elk Ridge City
Hollie McKinney, Town of Fairfield
William McMullin, Town of Genola
Brittney Bills, Highland City, via Zoom
Scott Spencer, Payson City
Todd Williams, Pleasant Grove

Others in Attendance:

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
April Robbins, Central Utah 911, Performance Development Supervisor – Police
Marci Legerski, Central Utah 911, Performance Development Supervisor - Fire

Call to Order

Terry Ficklin called the meeting to order at 9:04 a.m. stating there were enough people for a quorum.

Marvin Kenison, Sheriff Mike Smith, and Mark Christensen joined at 9:04 a.m.

Consent Calendar

Terry Ficklin stated he would take a motion on the consent calendar as a whole or each item individually.

Seth Perrins made a motion to approve the consent calendar.

Ernie John seconded the motion and the motion passed unanimously.

Scott DaBell joined the meeting at 9:05 a.m.

Eric Ellis joined the meeting at 9:06 a.m.

Business and Action Items

none

Policy Approval

Tricia Breinholt discussed the following policies:

7.06 Geographical Training Assignments

The reference to the "Driving and Vehicle Safety Verification" form was removed because it is no longer required.

9.15 Audit Policy and Audit Committee

The word full-time was removed because all employees are very capable of performing the audit policy.

11.16 No Contact Order Notifications

Salt Lake County was added to those who can contact us by phone.

12.10 Missing, Abducted, and Sexually Exploited Children

The change was made from where the child resides to where the child was last seen.

12.11 Bank Alarms

This change made it necessary to secure the channel if a robbery has occurred or is taking place.

12.14 Police Emergency Traffic

Added "Officer out at gunpoint" as a situation where the channel may need to be secured.

12.20 Service Channel

Added in "If a main law radio is secured for a high priority incident, service channel may then be closed and become an additional main radio to handle all other calls not related."

14.01 Medical Dispatching

Added in announcing "Page" to alert the dispatcher and to relay the nature of the call during recheck.

18.03 Vacation Bid Process

Changed to add the floor supervisors bid first as a perk for being a supervisor.

Seth Perrins inquired what it takes to secure a channel. Tricia Breinholt stated the dispatcher tones the channel and declares the channel secure and all other traffic moves to another channel.

Ernie Johns asked clarifying questions regarding the Vacation Bid Process policy.

Ernie John made a motion to approve the policy changes.

Seth Perrins seconded the motion and the motion passed unanimously.

Operations Board

Chief Matt Johnson, Vice-Chairman of the Operations Board, reported the same policies were discussed and approved. There was a report of the budget being passed in April. If flex support is needed with Spillman, please contact Steve Strong. The county is changing the VPN and Micah will have further information in June. Noreen discussed OICI and explained the process of calling out the team and Tricia wondered regarding bomb threats and radio traffic, and it was decided to ask Peter Quittner.

Director's Report

Director Heidi Healy thanked the board for their support during telecommunications week. A recent Spillman patch update went smoothly. There has been communication with Sheriff Mike Smith and Chief Brad Bishop regarding issues with Utah County IT and Spillman. The phone lines have been ported all except one and they are working on that. CAD to CAD with DPS is still a work in progress. L3Harris did a soft cutover this past week and things went well. Director Healy will be emailing Vaughn Pickell to get advice on the wording for the county audit. Director Healy reported the past week has been a hard week for our dispatchers, a lot of emotions with the line of duty death. There has been a lot of support shown, too. She wanted to thank our law enforcement agencies and express condolences to them, too.

Seth Perrins talked of recent events of bomb scares and this past weekend and inquired how the dispatchers were doing. **Director Healy** stated they are carrying heavy burdens. The recent death impacted two shifts. She explained the measures that have been taken to hopefully help employees. She is planning another debrief after the funeral. She talked about conversations with employees and expressed her desire to help and offer advice and comfort. **Seth Perrins** stated he was grateful for the line between dispatch and law enforcement. **Ernie John** reported his son wants to go into law enforcement and this incident solidified his resolve.

Open Forum

Terry Ficklin acknowledged the emotion in the room and online. He asked for any other comments. Hearing none he asked for a motion to adjourn.

Adjourn

Next Meeting: June 13, 2024.

Seth Perrins made a motion to adjourn.

Marvin Kenison seconded the motion and the meeting adjourned at 9:26 a.m.

Approval Signature – Chairman Terry Ficklin

Date