Location: 3047 N. 400 W. Spanish Fork, UT 84660
Date: September 12, 2024
Time: 0900

Board of Directors

I. Call to order: Ernie John, Vice-Chairman

II. Consent Calendar: Ernie John, Vice-Chairman
   a) Meeting Minutes for August 2024
   b) Warrant Register for August 2024
   c) 07.06 Geographical Training Assignments
   d) 09.15 Audit Policy and Audit Committee

III. Business and Action Items:
   a) L3H radio update – Director Healy
   b) Starting wage – Director Healy
   c) White paper draft – Heidi Healy
   d) VPN connection – Micah Clark
   e) Fire Protocols – Operations Manager, Tricia Breinholt
   f) Nature change, HAZM SMAL DD to 55 gallons or smaller– Operations Manager, Tricia Breinholt
   g) Nature change, HAM LARG DD to over 55 gallons- Operations Manager, Tricia Breinholt

IV. Policies

V. Operations Chair Report: Chief Eddie Hales

VI. Directors Report: Heidi Healy Executive Director

VII. Open Forum

Next Meeting: October 10, 2024, 9:00 am.

Attendance in person or
ZOOM Meeting

BOARD OF DIRECTORS
Meeting Minutes
Thursday, August 8, 2024
Central Utah 911 Dispatch
3047 N 400 W
Spanish Fork, UT

Members in Attendance:
Ryan Robinson, Alpine City, alternate, via Zoom
Ernie John, American Fork City, Vice-Chairman
Bob Morgan, Town of Cedar Hills, via Zoom
Jeff Weber, Eagle Mountain City, via Zoom
Jared Peterson, Elk Ridge City, via Zoom
Hollie McKinney, Town of Fairfield, via Zoom
William McMullin, Town of Genola, via Zoom
JC Reynolds, Town of Goshen, via Zoom
Marvin Kenison, Juab County
Scott DaBell, Lehi City, via Zoom
Seth Atkinson, Nephi City, via Zoom
Scott Spencer, Payson 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, via Zoom
Dorel Kynaston, Woodland Hills, via Zoom
Eric Ellis, Vineyard City, via Zoom
Julie Fullmer, Vineyard City, alternate, via Zoom
Mike Smith, Utah County

Absent Members:
Shane Sorensen, Alpine City, via Zoom
David Gustin, Town of Cedar Fort
Brittney Bills, Highland City
Todd Williams, Pleasant Grove

Others in Attendance:
Vaughn Pickell – Central Utah 911, Legal Advisor
Heidi Healy, Central Utah 911, Executive Director
Noreen Stone, Central Utah 911, Operations Manager
Tricia Breinholt, Central Utah 911, Operations Manager
Micah Clark, Central Utah 911, IT Manager
Suzee Anderson, Central Utah 911, Business Manager
Rachel Glassford, Central Utah 911, Performance Development Manager
April Robbins, Central Utah 911, Performance Development Supervisor – Police
Marci Legerski, Central Utah 911, Performance Development Supervisor – Fire
Chief Eddie Hales, Central Utah 911, Operations Board Chairman

Call to Order
Terry Ficklin called the meeting to order at 9:01 a.m. stating there were enough people for a quorum.

Consent Calendar
Terry Ficklin inquired if everyone had a chance to review the consent calendar and if there were any questions, comments or concerns.

> **Seth Perrins made a motion to approve the consent calendar.**
> **Eric Ellis seconded the motion, and the motion passed unanimously.**

> **Marvin Kenison and Brittany Bills joined the meeting at 9:02 a.m.**

Business and Action Items
Election
Discussion ensued regarding the election of a new chairperson.

> **Mark Christensen made a motion to reappoint the chair, vice-chair and secretary/treasurer.**
> **Seth Perrins seconded the motion, and the motion passed unanimously.**

Policy Approval
04.06 Disciplinary Process – tabled

> **Mike Smith joined the meeting at 9:09 a.m.**

06.08 Leaves of Absence (Non-FMLA Covered Employees)
Suzee Anderson explained that recently there has been a lot of employees who are going into leave without pay status. The changes reflect a pro-rated change to their leave time and payment of benefits. **Seth Perrins** inquired if their accrual of leave time will change on leave without pay. **Mark Christensen** asked if we accrue benefits for part-time employees. **Suzee Anderson** stated there are job-share employees who work 60 hours and receive benefits. Discussion ensued regarding the payment of benefits to part-time employees.

> **Seth Perrins made a motion to approve policy 06.08.**
> **Ernie John seconded the motion, and the motion passed with Mark Christensen being uncomfortable with the policy.**

11.11 Test to 911 call processing
Tricia Breinholt discussed the clarification of wording for updated procedures and the rewording of the last section because we currently do not accept media via text to 911.

13.01 Fire Paging and Channel Operations
Tricia Breinholt explained there were mostly grammatical corrections, and a section added to announce the page to the room to notify fire dispatch that there is a page pending.

> **Scott Spencer made a motion to approve policy 11.11 and 13.01.**
> **Seth Atkinson seconded the motion, and the motion passed unanimously.**

Operations Board

Chief Eddie Hales, chairman of the Operation Board, reported on the recent meeting. Items discussed were the recent hiring process, the security system replacement, UCA working with neighboring states to get repeaters, and UCA extending the deadline for radios. He explained the VFAST operation on the radio recently. He discussed Protocol 41 and its implementation. Chief Hales discussed a letter from Mayor Kafusi regarding the 2% transfer rate. He deferred to Director Healy for explanation. **Director Heidi Healy** explained that recent legislation requires a 2% transfer rate. All PSAPs are trying to meet this rate. Central Utah 911 has hurdles that are different from Springville. CAD to CAD with DPS is still a work in process. **Seth Atkinson** inquired if the legislation could be fixed. Other centers are telling their employees not to transfer 911 calls. There is a need to get real time information. **Director Healy** felt it was better to put energy into changing the legislation and getting the statute modified. She reported that during a recent meeting with UCA Director Tina Matthews the subject of taking calls for DPS was brought up. Currently a dispatcher receives the call and within 20 seconds can transfer it to DPS. With CAD to CAD, the dispatcher will be spending 2-3 minutes on the call. This will affect staffing.

Dorel Kynaston joined the meeting at 9:23 a.m.

Seth Atkinson stated that a one-size-fits-all legislation has unintended consequences. Each PSAP is unique. **Seth Perrins** inquired what challenge this is trying to solve. He also inquired if UCA was supportive of CU911's concerns. A lot of people feel this legislation was to eliminate small PSAPS. **Director Healy** stated there is not a guarantee if the money will be granted nor the amount. **Tricia Breinholt** stated the problem becomes that the call-taker would become DPS call-takers without any monetary kickback. **Noreen Stone** surmised that the intention was to fix the transfer problem. Instead, they are rewarding counties that didn't have the problems. In doing research, nothing in NENA or APCO protocols prohibit transfers. She feels the legislation was a lack of foresight. If one PSAP in the county doesn't meet the transfer rate, the other PSAPs in the county are penalized. **Seth Perrins** inquired what this legislation is trying to accomplish. The cell tower will route to wherever it is programmed to go. Within the county it is possible to transfer but we are penalized for transferring outside of our county. **Mark Christensen** inquired if Utah County is the only county suffering. **Director Healy** reported that Davis and SLC Counties are facing the same problem. **Mark Christensen** stated this should be a legislative discussion. **Seth Perrins** thanked everyone for this discussion. He felt that it should be talked about with legislative partners. He inquired what UCA is suggesting. **Director Healy** stated that we must do an audit. She recently spoke with Melanie Crittendon and Tina Matthews regarding the audit. **Seth Perrins** wanted to have a unified PSAP approach with legislators. **Director Healy** is concerned for CU911. **Sheriff Mike Smith** stated there still is a desire for consolidation. **Mark Christensen** remembered meeting with Brad Dee when Debbie Mecham was the Executive Director. He asked if the benefit of the grant outweighed the expense of what it takes to get the grant. He wants a solid center. He wants CU911 to have the resources we need and not rely on grants. **Seth Perrins** stated that we just don't care and transfer calls where they belong. **Ernie John** stated that transferring calls is the right thing to do in some cases. **Mark Christensen** stated if we are doing what's right, choosing self-governance, why are we worried? **Seth Perrins** asked if that put CU911 in an awkward situation? **Seth Atkinson** asked if there was a penalty for going over the 2%-mark, year after year. **Director Healy** stated that Tina Matthew alluded to the fact there would be a penalty of $.25 per call. **Norm Beagley** stated that Director Healy has the support of the board. The staff is concerned about what is best for Public Safety. **Seth Perrins** asked if most calls were to DPS and then to VECC. If we have the data, we need to adjust the law. **Ernie John** agreed that we need to be reimbursed for the DPS calls. It was agreed to run the calls as they need to be and to try and discuss this with legislators. **Director Healy** stated that she will not tell CU911 employees not to transfer calls. **Noreen Stone** gave data as to the transfers with Highway Patrol. **Mark Christensen** asked to work on a white paper before the legislative session. **Seth Atkinson** agreed to move now and agreed to chair getting the white paper done. **Chief Eddie Hales** discussed how they give money per capita with EMS agencies. **Mark Christensen** asked if it could be as simple as exempting the DPS transfers. Last years report excluded DPS transfers, and it was kicked back. It was agreed to discuss this with Salt Lake County and Davis County.

Chief Eddie Hales continued his Operations report stating officers were asked to destroy extra stolen license plates. We are now a one-plate state. He reported on a discussion to separate board into a Police Board and a Fire Board. That was voted down. CISCO is being disabled in December and CU911 wants to make sure that officers can still connect to Spillman before then. He discussed the need to make sure that fire rosters are correct and remove apparatus that are in training or not in use. He discussed policy 04.06. He also stated that Housekeeper was unaware of the transfer issue and wanted talking points.

Director's Report

Director Heidi Healy stated that CU911's audit was completed this week by Larson & Company. As far as we know, it went smoothly.

Open Forum

No discussion

Adjourn

Next Meeting: September 12, 2024.

> **Norm Beagley made a motion to adjourn.**
> **Scott Spencer seconded the motion and the meeting adjourned at 10:00 a.m.**

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Approval Signature – Chairman Terry Ficklin Date

Central Utah 911
Invoice Register: 8/1/2024 to 8/31/2024 - All Invoices

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
287311399106X0	AT&T MOBILITY	11485	8/31/2024	8/31/2024	$139.80			
					139.80	911440.06.911	Cell phones	Cell Phone
PR080224-465	Child Support Services	11455	8/8/2024	8/8/2024	$502.62			
					502.62	9112236	Child Support Payable	Child Support
PR081624-465	Child Support Services	11464	8/22/2024	8/22/2024	$502.62			
					502.62	9112236	Child Support Payable	Child Support
	Vendor Total:				**$1,005.24**			
2024058921	Cyracom	11487	8/31/2024	8/31/2024	$1,003.26			
					1,003.26	911240.04.911	Language Line	Interpertation Services
1075940988	DELL MARKETING L.P.	11478	8/14/2024	8/14/2024	$14,039.28			
PO# 10544					14,039.28	911740.02.911	Office equipment	OptiPlex Small Form Factor (Plu
Adjustments - Se	Equitable Financial Life Insurance Com	11465	8/22/2024	8/22/2024	($53.03)			
					-53.03	9112225	Employee life ins payable	Adjustments
PR080224-581	Equitable Financial Life Insurance Com	11465	8/8/2024	8/8/2024	$768.83			
					768.83	9112225	Employee life ins payable	Elective Life Insurance
PR081624-581	Equitable Financial Life Insurance Com	11465	8/22/2024	8/22/2024	$1,985.70			
					770.49	9112225	Employee life ins payable	Elective Life Insurance
					227.90	9112225	Employee life ins payable	Basic Life & AD&D Insurance
					950.05	9112225	Employee life ins payable	Long Term Disability
					37.26	9112225	Employee life ins payable	Dependent Life Insurance
	Vendor Total:				**$2,701.50**			
1365	Freedom Mechanical	11470	8/5/2024	8/5/2024	$4,080.39			
					4,080.39	911520.04.911	HVAC system & preventative pl	HVAC
5ms8pix	Health Equity	EFT	8/12/2024	8/12/2024	$77.70			
					77.70	9112230	HSA payable	Health Equity Fee
PR080224-446	Health Equity	EFT	8/8/2024	8/8/2024	$6,266.73			
					689.22	9112230	HSA payable	HSA Single - July Benefit
					5,577.51	9112230	HSA payable	HSA Family - July Benefit
PR081624-446	Health Equity	EFT	8/22/2024	8/22/2024	$6,341.73			
					689.22	9112230	HSA payable	HSA Single - July Benefit
					5,652.51	9112230	HSA payable	HSA Family - July Benefit
	Vendor Total:				**$12,686.16**			
SIN380547	IAOED	11471	8/16/2024	8/16/2024	$1,700.00			
PO# 10547					1,700.00	911320.02.911	IAEMD Certs/Recerts	EMD
SIN381937	IAOED	11488	8/31/2024	8/31/2024	$1,700.00			
PO# 10548					1,700.00	911320.01.911	IAEFD Certs/Recerts	EFD
	Vendor Total:				**$3,400.00**			
PR080224-448	ICMA 401A	EFT	8/8/2024	8/8/2024	$11,061.87			
					8,171.05	9112224	Retirement payable	401A ICMA
					2,890.82	9112224	Retirement payable	401A Loan ICMA
PR081624-448	ICMA 401A	EFT	8/22/2024	8/22/2024	$10,681.87			
					7,791.05	9112224	Retirement payable	401A ICMA
					2,890.82	9112224	Retirement payable	401A Loan ICMA
PR081624-448	ICMA 401A	EFT	8/26/2024	8/26/2024	$27.02			
					27.02	9112224	Retirement payable	401A ICMA
	Vendor Total:				**$21,770.76**			
PR080224-449	ICMA 457	EFT	8/8/2024	8/8/2024	$12,421.19			
					9,353.19	9112224	Retirement payable	457 ICMA

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
					3,068.00	9112224	Retirement payable	457 Loan ICMA
PR081624-449	ICMA 457	EFT	8/22/2024	8/22/2024	$11,947.38			
					8,879.38	9112224	Retirement payable	457 ICMA
					3,068.00	9112224	Retirement payable	457 Loan ICMA
PR081624-449	ICMA 457	EFT	8/26/2024	8/26/2024	$43.58			
					43.58	9112224	Retirement payable	457 ICMA
	Vendor Total:				**$24,412.15**			
1101194346 PO# 10553	INSIGHT	11479	8/13/2024	8/13/2024	$97.44			
					44.64	911410.02.911	Computer peripheral/tools/acces	P005-003
					52.80	911410.02.911	Computer peripheral/tools/acces	P005-006
1101197388 PO# 10554	INSIGHT	11489	8/31/2024	8/31/2024	$302.80			
					53.55	911410.02.911	Computer peripheral/tools/acces	CG2 Slim Orange - 5 ft
					89.25	911410.02.911	Computer peripheral/tools/acces	CG2 Slim Gray - 5 ft
					71.40	911410.02.911	Computer peripheral/tools/acces	CG2 Slim Pink - 5 ft
					88.60	911410.02.911	Computer peripheral/tools/acces	CG2 Slim Black - 7 ft
	Vendor Total:				**$400.24**			
PR080224-444	IRS Tax Deposit	EFT	8/8/2024	8/8/2024	$17,738.16			
					4,631.50	9112221	Federal taxes payable	Medicare Tax
					13,106.66	9112221	Federal taxes payable	Federal Income Tax
PR081624-444	IRS Tax Deposit	EFT	8/22/2024	8/22/2024	$15,706.97			
					4,391.22	9112221	Federal taxes payable	Medicare Tax
					11,315.75	9112221	Federal taxes payable	Federal Income Tax
PR081624-444	IRS Tax Deposit	EFT	8/26/2024	8/26/2024	$12.64			
					12.64	9112221	Federal taxes payable	Medicare Tax
	Vendor Total:				**$33,457.77**			
87273	J-MART PRINTING	11480	8/24/2024	8/24/2024	$100.00			
					100.00	911220.02.911	Printing	Cards
345602	JAN PRO	11481	8/28/2024	8/28/2024	$1,396.00			
					1,396.00	911520.02.911	Janitorial services and supplies	Janitorial Service - September 2
Adjustments - Se	MetLife	11469	8/26/2024	8/26/2024	$116.62			
					116.62	9112227	Dental ins payable	Adjustments
PR080224-684	MetLife	11469	8/8/2024	8/8/2024	$2,677.05			
					124.92	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P
					924.44	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					231.84	9112228	Visions ins payale	Vision Ins Family
					26.67	9112228	Visions ins payale	Vision Ins Single
					40.05	9112228	Visions ins payale	Vision Ins Two Party
					402.65	9112233	Guardian payable	MetLife Accident - High
					332.82	9112233	Guardian payable	MetLife Pre Tax Critical Illness
					426.95	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					166.71	9112233	Guardian payable	MetLife Accident - Low
PR081624-684	MetLife	11469	8/22/2024	8/22/2024	$4,042.59			
					1,576.52	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					414.96	9112227	Dental ins payable	Dental Ins Pre Tax Single-Plat
					405.56	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P
					26.67	9112228	Visions ins payale	Vision Ins Single
					40.05	9112228	Visions ins payale	Vision Ins Two Party
					231.84	9112228	Visions ins payale	Vision Ins Family
					426.95	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					166.71	9112233	Guardian payable	MetLife Accident - Low

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
					420.51	9112233	Guardian payable	MetLife Accident - High
					332.82	9112233	Guardian payable	MetLife Pre Tax Critical Illness
PR081624-684	MetLife		8/26/2024	8/26/2024	$12.00			
					12.00	9112233	Guardian payable	MetLife Accident - Low
	Vendor Total:				**$6,848.26**			
1019839	NATIONAL BENEFITS SERVICES LLC	11472	8/26/2024	8/26/2024	$52.00			
					52.00	911110.03.911	Employee benefits	Administration Fees
CP387797	NATIONAL BENEFITS SERVICES LLC	11458	8/4/2024	8/4/2024	$9.67			
					9.67	9112229	FSA payable	Claims Paid
	Vendor Total:				**$61.67**			
Adjustments - Au	PEHP	11466	8/22/2024	8/22/2024	$24.07			
					24.07	9112226	Health ins payable	Adjustments - Sarah Richmond
PR080224-558	PEHP	11466	8/8/2024	8/8/2024	$559.40			
					125.16	9112226	Health ins payable	Traditional Insurance - Single
					259.04	9112226	Health ins payable	Traditional Insurance - Double
					175.20	9112226	Health ins payable	Traditional Insurance - Family
PR081624-558	PEHP	11466	8/22/2024	8/22/2024	$64,366.40			
					4,244.52	9112226	Health ins payable	HDHP - Single Plan
					42,445.00	9112226	Health ins payable	HDHP - Family Plan
					2,550.60	9112226	Health ins payable	Traditional Insurance - Single
					5,279.68	9112226	Health ins payable	Traditional Insurance - Double
					6,275.80	9112226	Health ins payable	HDHP - Double
					3,570.80	9112226	Health ins payable	Traditional Insurance - Family
	Vendor Total:				**$64,949.87**			
SIN380515	PRIORITY DISPATCH CORPORATION	11473	8/16/2024	8/16/2024	$5,049.00			
					5,049.00	911430.05.911	Priority dispatch card support	Protocol 41
0864-002027425	REPUBLIC SERVICES #864	11491	8/26/2024	8/26/2024	$332.76			
					332.76	911540.04.911	Dumpster	Dumpster
Mileage 08.27.20	Robbins, April M.	11482	8/27/2024	8/27/2024	$141.48			
					141.48	911150.01.911	Mileage	Mileage
23748	SMT Services	11483	8/16/2024	8/16/2024	$5,842.00			
					5,842.00	911740.06.911	Facility	Gate
23802	SMT Services	11492	8/3/2024	8/3/2024	$825.00			
					825.00	911740.06.911	Facility	Gate
	Vendor Total:				**$6,667.00**			
12438852	Spectrotel	11461	8/1/2024	8/1/2024	$959.65			
					959.65	911440.01.911	911 phones (selective router, N	Acct# 467942
61533	UTAH COUNTY AUDITOR	11475	8/16/2024	8/16/2024	$750.25			
					750.25	911440.07.911	Fiber connectivity	Fiber - August 2024
61534	UTAH COUNTY AUDITOR	11475	8/16/2024	8/16/2024	$1,756.09			
					1,756.09	911540.01.911	Electricity	Electrical Usage - July 2024
	Vendor Total:				**$2,506.34**			
1615436	UTAH LOCAL GOVERNMENTS TRUST	11484	8/14/2024	8/14/2024	$432.47			
					432.47	911110.03.911	Employee benefits	Workers Comp
K. Luke Adjustme	UTAH RETIREMENT SYSTEMS	EFT	8/31/2024	8/31/2024	($21.78)			
					-21.78	9112224	Retirement payable	Adjustment to retirement accoun
PR080224-151	UTAH RETIREMENT SYSTEMS	EFT	8/8/2024	8/8/2024	$26,304.69			
					23,899.77	9112224	Retirement payable	State Retirement URS

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
					2,201.26	9112224	Retirement payable	401k URS
					203.66	9112224	Retirement payable	401K Loan URS
PR081624-151	UTAH RETIREMENT SYSTEMS	EFT	8/22/2024	8/22/2024	$25,000.50			
					22,674.12	9112224	Retirement payable	State Retirement URS
					2,122.72	9112224	Retirement payable	401k URS
					203.66	9112224	Retirement payable	401K Loan URS
PR081624-151	UTAH RETIREMENT SYSTEMS	EFT	8/26/2024	8/26/2024	$91.04			
					21.79	9112224	Retirement payable	401k URS
					69.25	9112224	Retirement payable	State Retirement URS
	Vendor Total:				**$51,374.45**			
PR080224-445	Utah State Tax Commission	11467	8/8/2024	8/8/2024	$5,749.42			
					5,749.42	9112223	State taxes payable	State Income Tax
PR081624-445	Utah State Tax Commission	11467	8/22/2024	8/22/2024	$5,060.27			
					5,060.27	9112223	State taxes payable	State Income Tax
PR081624-445	Utah State Tax Commission		8/26/2024	8/26/2024	$0.27			
					0.27	9112223	State taxes payable	State Income Tax
	Vendor Total:				**$10,809.96**			
CIV202408-0000	Utopia Fiber	11463	8/1/2024	8/1/2024	$588.00			
					588.00	911440.08.911	Internet	Internet
PR080224-456	VASA Fitness	11468	8/8/2024	8/8/2024	$25.50			
					25.50	9112234	Golds Gym Member payable	Gym Membership
PR081624-456	VASA Fitness	11468	8/22/2024	8/22/2024	$25.50			
					25.50	9112234	Golds Gym Member payable	Gym Membership
	Vendor Total:				**$51.00**			
		Total:			**$271,364.46**			

GL Account Summary

Amount	Account No.	Account Name
484.47	911110.03.911	Employee benefits
141.48	911150.01.911	Mileage
100.00	911220.02.911	Printing
33,457.77	9112221	Federal taxes payable
10,809.96	9112223	State taxes payable
97,557.36	9112224	Retirement payable
2,701.50	9112225	Employee life ins payable
64,949.87	9112226	Health ins payable
3,563.02	9112227	Dental ins payable
597.12	9112228	Visions ins payale
9.67	9112229	FSA payable
12,686.16	9112230	HSA payable
2,688.12	9112233	Guardian payable
51.00	9112234	Golds Gym Member payable
1,005.24	9112236	Child Support Payable
1,003.26	911240.04.911	Language Line
1,700.00	911320.01.911	IAEFD Certs/Recerts
1,700.00	911320.02.911	IAEMD Certs/Recerts
400.24	911410.02.911	Computer peripheral/tools/acces
5,049.00	911430.05.911	Priority dispatch card support
959.65	911440.01.911	911 phones (selective router, N
139.80	911440.06.911	Cell phones
750.25	911440.07.911	Fiber connectivity
588.00	911440.08.911	Internet
1,396.00	911520.02.911	Janitorial services and supplies
4,080.39	911520.04.911	HVAC system & preventative pl

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
					1,756.09	911540.01.911	Electricity	
					332.76	911540.04.911	Dumpster	
					14,039.28	911740.02.911	Office equipment	
					6,667.00	911740.06.911	Facility	
					271,364.46		**Total**	
					$271,364.46		**GL Account Summary Total**	

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07.06 Geographical Training Assignments

07.06.1 PURPOSE

Dispatchers may be assigned geographical training to improve or enhance their knowledge of the service areas of Central Utah 911 (CU911).

07.06.2 ASSIGNMENT OF GEOGRAPHICAL TRAINING

1. Dispatchers may be assigned geographical training at various times in their employment, to include:
   a. Jurisdictional orientation during training
   b. Times when service areas change, or when geographical changes occur in a service area.
   c. As needed, in an effort to improve knowledge of the areas served.
2. Assignments will be made by the Performance Development team:
   a. For new dispatchers in training.
   b. As recommended by supervisory personnel and approved by the Executive Director.

07.06.3 METHOD OF TRAINING

When assigned to geographical training, written objectives for accomplishment may be provided. Types of objectives include, but are not limited to:

1. Physically driving or be driven to locations for a visual connection with the sites to be learned. When a driving assignment has been made, the requirements for safety and insurance purposes must be adhered to.
2. Written assignments may be made, either before, after or separate from a physical view of the area(s). These assignments will serve to verify that the employee has received and understood the information and is familiar with the area(s).
3. To ensure the objectives have been met, written assignments may include checklists, tests, map documentation, photos and other means to support that the student has completed the assignment.

07.06.4 SAFETY REQUIREMENTS

1. When assigned to geographic training that requires physical views of the areas, the employee will ride with a driver (supervisor or trainer) as assigned by the Performance Development team or may be assigned to drive their own vehicle.
2. No more than four people will occupy a vehicle on a driving assignment. All occupants will wear seat belts as required by law.
3. ~~The person assigned to drive must submit a completed "Driving and Vehicle Safety Verification" form, which provides the employee's current driver's license information, the vehicle's registration information, and proof of insurance, along with an acknowledgement that they will obey all traffic laws.~~

~~4.~~3. When driving personal vehicles for work assignments, employees will be reimbursed for mileage based on the current IRS mileage rate. The employee must submit a Mileage Reimbursement form before receiving payment.

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. 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 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 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.

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 administrative chair member before the stated due date.
2. Audit reports may be submitted electronically on official audit forms or via email.
3. Assigned audits can be turned in up to one month before the due date.
4. The 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.

Essential Changes for Improved 911 Services in the State of Utah

Executive Summary

Over the last several years the Utah State Legislature has passed a series of bills affecting Public Safety Answering Points, or PSAPs, along with the dispatch services that are also provided in these centers. The effort by the legislature was to encourage consolidation of PSAP and dispatch facilities and to improve efficiency. Specifically, the legislature identified the number of transferred calls as an efficiency outcome that would allow PSAPs to qualify for additional funding. A transferred call is one that is received by a PSAP during a fiscal year and transferred to another location in the state. A transferred call does not include calls transferred to 988 services or poison control, but does include calls for the Utah Highway Patrol, or UHP, transferred to a different agency. For PSAPs in a traffic corridor that receive a large volume of calls for the UHP, this can disproportionately affect the transfer rate as defined above which, in turn, can affect the level of funding for these PSAPs. PSAPs that are not contracted with UHP, required to answer the 911 calls for UHP but it is a generally accepted standard practice that due to the difference in call natures and software, UHP calls are better handled if transferred, especially in progress calls. A legislative change to the definition of “transfer rate” could rectify this disproportionate impact or a change in funding allocation for PSAPs to handle UHP calls could also be used. By implementing a change in definitions or funding, PSAPs will either no longer be disproportionately affected or better equipped to handle the calls that would otherwise be transferred.

Background and Defining the Problem

The Utah State Legislature has, through several pieces of legislation in the last several years, been working toward improved efficiencies in PSAPs throughout the state of Utah. One major area of efficiency identified was to reduce the number of calls transferred from one PSAP to another. Transfers often add critical time to a call and may mean the difference between life and death. PSAPs support this laudable goal and seek to improve their operations to achieve the high standard set by the state. That standard is that a PSAP must have no more than 2% of their calls transferred to another PSAP per fiscal year. Because of this standard and the money tied to meeting the transfer rates imposed by this legislation, there are PSAPs who refuse to transfer in-progress and high priority calls. This f a PSAP a o y w h several PSAPs does o q al fy w h h s s a dard, he s a e law says ha o e of hem q al fy. Th s leads o a el g b l y for add o al 911 f d g for all PSAPs ha o y.

PSAPs ah Co y a d o her o es o a g he -15 orr dor also have he d ff l y of re e v g alls ha eed o be respo ded o by he ah H ghway Pa rol (HP). These alls of e eed o be ra sferred o o her PSAPs or he ase of SLC HP, he Traff Opera o Ce er, (TOC), who d spa h HP perso el. PSAPs who ally re e ve he alls do o re e ve f d g o d spa h he HP a d do o rre ly have he CAD2CAD e h olog al sol o w h PSAPs ha do d spa h HP. Th s of e leads o a h gher ra sfer ra e for age es ha s o s de of he r o rol. Th s problem was also identified in Report Number 2019-15 to the Utah State Legislature.[1]

For example, the following table is a breakdown of the transfers made by the Central Utah 911 dispatch agency. As shown, without the transfers for UHP, Central Utah 911 would have been much closer to the state standard of a 2% transfer rate.

Month	911 calls	Not allowed	Allowable	Percent	UHP SLC	Percent	UHP Richfield	Percent	Combined UHP	Calls not allowed w/out UHP	Percent
Jul-23	9790	933	176	9.53%	661	6.75%	120	1.23%	781	152	1.6%
Aug-23	8232	973	178	11.82%	636	7.73%	127	1.54%	763	210	2.6%
Sep-23	7031	806	217	11.46%	566	8.05%	127	1.81%	693	113	1.6%
Oct-23	7255	835	203	11.51%	551	7.59%	130	1.79%	681	154	2.1%
Nov-23	6419	749	243	11.67%	502	7.82%	127	1.98%	629	120	1.9%
Dec-23	6339	686	234	10.82%	469	7.40%	115	1.81%	584	102	1.6%
Jan-24	6319	773	239	12.23%	519	8.21%	81	1.28%	600	173	2.7%
Feb-24	6254	792	221	12.66%	508	8.12%	87	1.39%	595	197	3.1%
Mar-24	7000	816	265	11.66%	503	7.19%	124	1.77%	627	189	2.7%
Apr-24	7024	803	213	11.43%	516	7.35%	112	1.59%	628	175	2.5%
May-24	7614	877	231	11.52%	625	8.21%	134	1.76%	759	118	1.5%
Jun-24	8104	952	232	11.75%	665	8.21%	123	1.52%	788	164	2.0%
			Average Percentage:	11.51%		7.72%		1.62%			2.16%

For PSAPs with the geographical disadvantage of having the I-15 corridor within their response territory, along with the inability to control how cell phone towers route a call, this leads to a disproportionate number of calls that must be transferred to a PSAP/TOC with dispatch capabilities for UHP. Certain 911 funds are tied to qualified PSAPs, yet with the inability for PSAPs to control some of the issues listed above, these funds will never make their way to PSAPs with disproportionate calls for UHP. It also affects other PSAPs within the same county and they too have little to no control to rectify the situation.

[1] Office of the Utah Legislative Auditor General, "Report to the Utah Legislature Number 2019-15 – A Performance Audit of the Utah Communications Authority and Statewide 911 Operations", December 2019: 9-10.

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simple solution to this problem would be a legislative update to the tah State Code. If an exception for calls transferred to PS Ps who serve HP were included in the definition of “transfer rate”, it would vastly improve the opportunities for PS Ps to meet the state requirement. n exception is already carved out in the transfer rate definition for calls transferred to 988 services or poison control.[2] For calls that require fire and/or medical responders, PS Ps typically do not transfer those calls, they then dispatch the appropriate fire/medical personnel, and finally use common radio channels to request response from HP or the HP PS P. This practice would continue and calls that legitimately need to be transferred to a PS P serving HP would be an exception for the transfer rate. ntil such time that cellular phone calls can more accurately be routed to appropriate PS P locations, a legislative definitional change seems to be the most cost effective and appropriate solution.

One technological solution, called C D2C D, allows a dispatcher to share Computer ided Dispatch (C D) information from one PS P to another, thus reducing the time it would take for another dispatcher to gather the same information. This will help to reduce the need for a transferred call since the second PS P can dispatch the appropriate first responders to an emergency situation with the information from C D2C D. PS Ps in tah County are working toward implementing this solution. However, this solution poses a secondary problem that would greatly impact the staffing of the PS P that receives the 911 call. The PS P will be required to become call-takers for HP, without any renumeration. On average, it takes around 20-seconds to transfer a 911 call. Once the C D2C D is implemented, it will take 2-3 minutes to process a 911 call. Centers in tah County and across the state are already short dispatchers. Providing a dispatch service for HP adds strain to an already stressful job.

third solution would be to identify PS Ps who receive a high volume of calls for HP dispatching and divert 911 funding for these calls to the PS Ps who initially take the call. These PS Ps would then need to have the capability to dispatch HP to the situation. The transfer rate would be reduced and these dispatch centers would receive the necessary funding to provide these critical services to emergency callers.

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PS Ps from across the state of tah share the common goal with the state to improve 911 and dispatch services to emergency callers. The requirement by the state legislature to reduce transferred calls to 2% or less is commendable and can improve the services to

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[2] tah State Code 69-2-204 (1) (b)

itizens o oss the st te. Fo PSAPs with p oble ti geog phi l lo tions nd n in bility to h nge how ellul 911 lls e outed to PSAP, this t ns e te y lw ys be out o e h. By e plo ing the possible solutions listed bove, PSAPs ll ove the st te n be o e eligible o iti l unding needed to ontinue to imp ove these v lu ble se vi es.