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.**

EM John
Ernesr M. John (Sep 25, 2024 07:56 MDT)
Approval Signature – Vice Chair - Ernie John

Sep 25, 2024
Date

Unapproved Meeting Minutes 08.08

Final Audit Report 2024-09-25

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