Location: 3047 N. 400 W. Spanish Fork, UT 84660

Date: October 10, 2024

Time: 0900

Board of Directors

I. Call to order: Terry Ficklin, Chairman

II. Consent Calendar: Terry Ficklin Chairman

a) Meeting Minutes for September 2024
b) Warrant Register for September 2024
c) Financial Statements

III. Business and Action Items:

a) FY2024 Audit Report – Larson & Co., Jon Haderlie
b) L3H radio update – Director Healy
c) Starting wage – Director Healy, Business Manager Suzee Anderson
d) White Paper – Director Healy
e) Risk Assessment – Business Manager Suzee Anderson

IV. Policies

a) 4.11 Personnel Complaint Investigation - Performance Development, Rachel
b) 7.01 Communications Training and Evaluation Program – Performance Development, Rachel
c) 7.02 Dispatcher Certification Requirements- Performance Development, Rachel
d) 7.04 Training Opportunities - Performance Development, Rachel
e) 9.15 Audit Policy and Committee - Operation Manager, Noreen
f) 11.01 General Guidelines - Operation Manager, Noreen
g) 13.02 Burn Line - Operation Manager, Noreen
h) 13.07 Working Fire Notifications - Operation Manager, Noreen
i) 13.11 Fire Call Processing – new policy - Performance Development, Rachel
j) 18.05 On-Call Shifts – Operations Manager, Noreen

V. Operations Chair Report: Chief Eddie Hales

VI. Director’s Report: Heidi Healy, Executive Director

VII. Open Forum

Next Meeting: November 14, 2024

Attendance in person or
ZOOM Meeting

BOARD OF DIRECTORS
Meeting Minutes
Thursday, September 12, 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
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
Brittney Bills, Highland City, via Zoom
Scott DaBell, Lehi City, via Zoom
Seth Atkinson, Nephi City
Scott Spencer, Payson City, via Zoom
Brad James, Salem City, Alternate, via Zoom
Mark Christensen, City of Saratoga Springs, via Zoom
Seth Perrins, Spanish Fork City
Dorel Kynaston, Woodland Hills, via Zoom
Eric Ellis, Vineyard City
Julie Fullmer, Vineyard City, alternate, via Zoom
Mike Smith, Utah County

Absent Members:
Shane Sorensen, Alpine City
David Gustin, Town of Cedar Fort
Jeff Weber, Eagle Mountain City
Marvin Kenison, Juab County
Todd Williams, Pleasant Grove
Terry Ficklin, Salem City, Chairman
Norm Beagley, Santaquin City

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
Chief Eddie Hales, Central Utah 911, Operations Board Chairman
William John - Public

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

Consent Calendar
Ernie John if there were any questions, comments or concerns. He stated the approval signature needed to be changed from Terry Ficklin to Ernie John.

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

> **Scott Spencer joined the meeting at 9:02 a.m.**
> **William McMullin joined the meeting at 9:03 a.m.**

Business and Action Items
L3H Radio Update
Director Healy stated the radio implementations have been delayed again. Currently there is no date as to when they will be live. Director Healy expressed her appreciation to Chief Burton with Saratoga Spring for his email to Tina Mathieu, UCA's Director. Chief Burton addressed some valid concerns. Recently, Director Healy had a great conversation with Tina Mathieu. Director Healy apprised Tina of the plan of the Board of Directors to appeal to legislators. **Ernie John** inquired what the warranty was with the radios. The answer was 3 years, after they are fully working. **Micah Clark** spoke of the need for firmware and software updates that will happen during the cutover. He stated UC is coming to work at CU911 on Monday, September 16th.

Starting Wage
Director Healy stated that the Operations Board has encouraged CU911 administration to keep wages competitive, especially to neighboring PSAPs. Recently, it was discovered our starting wage is lower than a neighboring PSAP. Discussion ensued as to the need for data to make such a decision.

> **Mike Smith joined the meeting at 9:14 a.m.**

Director Healy spoke of the importance of being able to draw people to our center. She spoke of upcoming events that will need increased staffing. Currently the center is at 65% of approved staffing. A discussion ensued as to the need for more information. **Director Healy** explained the discussion was merely to see if data should be gathered to present next meeting. A discussion ensued as to the vacancy rate and the retention of newly hired people.

White Paper Draft
Director Healy expressed thanks to Seth Atkinson for his help with the white paper draft. **Seth Atkinson** asked for help with the draft. He stated he would like to add stories and expert opinions to add to it. He kept the paper generic hoping to get other PSAPS on board. **Director Healy** stated she had an upcoming meeting with the director of VECC. Discussion ensued as to who to work with prior to the legislative session and the best way to tweak the bill. **Mark Christensen** stated he was optimistic that a good solution could be found, but if consolidation is forced, it may be above our head. **Director Healy** reported she is on a committee that is currently reviewing the PSAP standards. Ironically the standard she was asked to review was the transfer standards. The NENA recommendation is never to advise a

caller to call a 10-digit number, instead they should transfer the call. It was asked for any revisions to be sent to Seth Atkinson.

VPN

Micah Clark reminded the board that Utah County is discontinuing the current way that officers connect to Spillman in December. He is working on different options and the cost of those options for connection. He wants to make sure that everyone has connection prior to December. Some vehicles have connections already that just need to be set up.

Dorel Kynaston reported that the Woodland Hills sirens are operating again.

Fire Protocols

Tricia Breinholt reported the current fire protocols are through Priority Dispatch. It is a flip card system and doesn't work for our center. It is hard to find the cards and the QA is very stringent. Recently a subcommittee was formed to work on fire protocols. This committee was able to pull information from different sources. A program has been created that will have questioning for fire protocols on the computer desktops. Questions can be asked from this program in various order. Recently Chief Hales and Chief Gustman met with the subcommittee to review each protocol. **Ernie John** inquired if the Forest Service was aware of and had input in these protocols. The information was presented in Operations Board and made available for all to see.

Tricia Breinholt reported on the change of hazardous materials classification. Previously a small hazmat was considered 5 gallons or less. The Operations Board voted to change the classification to 55 gallons or smaller. A large hazmat would be classified as over 55 gallons.

> **Seth Perrins made a motion to approve the changes to the fire protocols.**
> **Seth Atkinson seconded the motion, and the motion passed unanimously.**
>
> **Scott Spencer made a motion to approve the classification of a small hazmat to 55 gallons or smaller.**
> **Seth Perrins seconded the motion, and the motion passed unanimously.**
>
> **Mark Christensen made the motion to approve the classification of a large hazmat to over 55 gallons.**
> **Scott Spencer seconded the motion, and the motion passed unanimously.**

Policies

No policies were discussed.

Operations Board

Chief Eddie Hales, chairman of the Operation Board, reported on the recent meeting. Everything that had been discussed previously in the Board of Director's meeting was discussed with the Operations Board. He reported on an upcoming Spillman Administration Course.

Director's Report

Director Heidi Healy stated the training for Protocol 41, Caller in Crisis, would be done by Sunday. She reported the access control portion of the new security system is finished. Additional cameras would be installed on September 25th. There will be 6 additional cameras installed. CU911 will have the ability to lock or unlock all doors. CU911 Administration have worked closely with Chief Hales to insure quick access into the building. Recently, Micah Clark attended the Police Chief's meeting and presented information regarding a new Spillman server. Multiple options were given. Chief Bishop, with Payson, and Micah will work together to get the numbers out to all agencies.

Open Forum

Eric Ellis inquired how many cities use Flock Cameras. Information was shared as to the benefits of Flock Cameras.

Adjourn

Next Meeting: October 10, 2024.

> **Seth Perrins made a motion to adjourn.**
> **Seth Atkinson seconded the motion, and the meeting adjourned at 9:46 a.m.**

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Approval Signature – Chairman Terry Ficklin Date

Central Utah 911
Invoice Register: 9/1/2024 to 9/30/2024 - All Invoices

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
PR083024-465	Child Support Services	11486	9/5/2024	9/5/2024	$502.62			
					502.62	9112236	Child Support Payable	Child Support
PR091324-465	Child Support Services	11503	9/19/2024	9/19/2024	$502.62			
					502.62	9112236	Child Support Payable	Child Support
	Vendor Total:				**$1,005.24**			
10745414576	DELL MARKETING L.P.	11509	9/23/2024	9/23/2024	$866.66			
PO# 10533					66.99	911740.01.911	General/miscellaneous	Dell - USB-C 130 W AC Adapter
					799.67	911740.01.911	General/miscellaneous	Dell Ultrasharp 43.4K
25092550751017	Department of Govenment Operations	11510	9/25/2024	9/25/2024	$210.43			
					162.68	911260.04.911	Employee recognitions	Food
					47.75	911310.05.911	Professional development traini	Fuel
25092550751045	Department of Govenment Operations	11510	9/25/2024	9/25/2024	$1,707.41			
					27.98	911220.01.911	General office supplies	White Noise Machine
					71.98	911220.01.911	General office supplies	Baskets
					29.94	911220.01.911	General office supplies	Batteries
					95.80	911310.05.911	Professional development traini	Mute Switches
					171.44	911310.08.911	Conference registrations	Sundie
					46.50	911320.01.911	IAEFD Certs/Recerts	Mason EFD
					139.50	911320.02.911	IAEMD Certs/Recerts	EMD - Kristy / Lena / Amber G
					475.00	911320.05.911	Trainers course (CTO, recerts, e	CTO - Jessica Festin
					35.00	911320.05.911	Trainers course (CTO, recerts, e	CTO - Alex
					15.00	911420.13.911	HR LMS	Cognito
					12.56	911510.03.911	Breakroom/Kitchen supplies	Dish Soap
					9.32	911520.01.911	Building maintenance supplies	Keys
					310.90	911520.01.911	Building maintenance supplies	Pumps
					73.50	911520.01.911	Building maintenance supplies	Lamps
					107.43	911520.02.911	Janitorial services and supplies	Paper Towels
					60.68	911520.02.911	Janitorial services and supplies	Garbage Bags
					24.88	911530.01.911	Grounds maintenance	Weed Trimmer Repacement He
	Vendor Total:				**$1,917.84**			
189401292 - 1	Desert Rock Capital	11504	9/19/2024	9/19/2024	$439.16			
					439.16	9112232	Garnishments payable	Garnishment
Adjustment Octo	Equitable Financial Life Insurance Com	11512	9/25/2024	9/25/2024	($35.89)			
					-35.89	9112225	Employee life ins payable	adjustment - rounding
PR083024-581	Equitable Financial Life Insurance Com	11512	9/5/2024	9/5/2024	$760.67			
					760.67	9112225	Employee life ins payable	Elective Life Insurance
PR091324-581	Equitable Financial Life Insurance Com	11512	9/19/2024	9/19/2024	$1,958.19			
					223.60	9112225	Employee life ins payable	Basic Life & AD&D Insurance
					937.56	9112225	Employee life ins payable	Long Term Disability
					36.36	9112225	Employee life ins payable	Dependent Life Insurance
					760.67	9112225	Employee life ins payable	Elective Life Insurance
	Vendor Total:				**$2,682.97**			
PR083024-446	Health Equity	EFT	9/5/2024	9/5/2024	$6,341.73			
					689.22	9112230	HSA payable	HSA Single - July Benefit
					5,652.51	9112230	HSA payable	HSA Family - July Benefit
PR091324-446	Health Equity	EFT	9/19/2024	9/19/2024	$6,341.73			
					689.22	9112230	HSA payable	HSA Single - July Benefit
					5,652.51	9112230	HSA payable	HSA Family - July Benefit
y2ymyn5	Health Equity	EFT	9/25/2024	9/25/2024	$77.70			
					77.70	9112230	HSA payable	HSA Account Fee

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
	Vendor Total:				**$12,761.16**			
130819	HOUSE OF HEARING OREM	11505	9/19/2024	9/19/2024	$85.00			
					85.00	911410.01.911	Headsets, base stations, batteri	Amber Zeeman
130820	HOUSE OF HEARING OREM	11505	9/19/2024	9/19/2024	$85.00			
					85.00	911410.01.911	Headsets, base stations, batteri	Cassidy Jensen
	Vendor Total:				**$170.00**			
PR083024-448	ICMA 401A	EFT	9/5/2024	9/5/2024	$10,652.96			
					7,848.24	9112224	Retirement payable	401A ICMA
					2,804.72	9112224	Retirement payable	401A Loan ICMA
PR091324-448	ICMA 401A	EFT	9/19/2024	9/19/2024	$12,053.55			
					9,248.83	9112224	Retirement payable	401A ICMA
					2,804.72	9112224	Retirement payable	401A Loan ICMA
	Vendor Total:				**$22,706.51**			
PR083024-449	ICMA 457	EFT	9/5/2024	9/5/2024	$12,090.80			
					9,022.80	9112224	Retirement payable	457 ICMA
					3,068.00	9112224	Retirement payable	457 Loan ICMA
PR091324-449	ICMA 457	EFT	9/19/2024	9/19/2024	$13,622.19			
					10,554.19	9112224	Retirement payable	457 ICMA
					3,068.00	9112224	Retirement payable	457 Loan ICMA
	Vendor Total:				**$25,712.99**			
Sp3539879	INTERMOUNTAIN WORKMED	11497	9/1/2024	9/1/2024	$160.00			
					100.00	911240.05.911	Drug Screening	Drug Screen
					60.00	911240.07.911	Audiometry Tests	Audiometry
PR083024-444	IRS Tax Deposit	EFT	9/5/2024	9/5/2024	$16,822.42			
					4,418.98	9112221	Federal taxes payable	Medicare Tax
					12,403.44	9112221	Federal taxes payable	Federal Income Tax
PR091324-444	IRS Tax Deposit	EFT	9/19/2024	9/19/2024	$17,367.51			
					5,259.78	9112221	Federal taxes payable	Medicare Tax
					12,107.73	9112221	Federal taxes payable	Federal Income Tax
	Vendor Total:				**$34,189.93**			
346305	JAN PRO	11513	9/25/2024	9/25/2024	$1,396.00			
					1,396.00	911520.02.911	Janitorial services and supplies	Janitorial Service - October 2024
09.25.2024 - Mea	Jensen, Cassidy	11521	9/25/2024	9/25/2024	$10.00			
					10.00	911150.06.911	Meals - at training	Meal
Entrance Fee Littl	Jensen, Cassidy	11521	9/25/2024	9/25/2024	$19.50			
					19.50	911150.07.911	Other (parking, etc.)	Entrance Fee
MIleage - Ride Al	Jensen, Cassidy	11521	9/26/2024	9/26/2024	$376.54			
					376.54	911150.01.911	Mileage	Mileage - Juab UCS Ride along
UCN Ride Along	Jensen, Cassidy	11514	9/23/2024	9/23/2024	$194.97			
					194.97	911150.01.911	Mileage	UC North
	Vendor Total:				**$601.01**			
EA1448166	LES OLSON COMPANY	11498	9/1/2024	9/1/2024	$43.35			
					43.35	911220.03.911	Copier supplies/usage	Copier
October 2024 Adj	MetLife	11519	9/26/2024	9/26/2024	($112.53)			
					-100.53	9112227	Dental ins payable	Adjustments
					-12.00	9112227	Dental ins payable	Adjustments
PR083024-684	MetLife	11519	9/5/2024	9/5/2024	$2,704.38			
					124.92	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
					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
					32.04	9112228	Visions ins payale	Vision Ins Two Party
					420.51	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
					184.19	9112233	Guardian payable	MetLife Accident - Low
PR091324-684	MetLife	11519	9/19/2024	9/19/2024	$4,020.53			
					414.96	9112227	Dental ins payable	Dental Ins Pre Tax Single-Plat
					362.04	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P
					1,576.52	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					231.84	9112228	Visions ins payale	Vision Ins Family
					32.04	9112228	Visions ins payale	Vision Ins Two Party
					26.67	9112228	Visions ins payale	Vision Ins Single
					426.95	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					184.19	9112233	Guardian payable	MetLife Accident - Low
					424.10	9112233	Guardian payable	MetLife Accident - High
					341.22	9112233	Guardian payable	MetLife Pre Tax Critical Illness
	Vendor Total:				**$6,612.38**			
PR083024-708	MLC		9/5/2024	9/5/2024	$425.00			
					425.00	9112232	Garnishments payable	Garnishment
PR091324-708	MLC	X999	9/19/2024	9/19/2024	$439.16			
					439.16	9112232	Garnishments payable	Garnishment
Randy Thurgood	MLC	X999	9/26/2024	9/26/2024	($439.16)			
					-439.16	9112232	Garnishments payable	Reversal to pay to Desert Capita
Reversal 10.03.2	MLC	X999	9/25/2024	9/25/2024	($2,569.32)			
					-2,569.32	9112232	Garnishments payable	Reversal to pay to Desert Capita
	Vendor Total:				**($2,144.32)**			
1411111716	MOTOROLA SOLUTIONS INC	11490	9/1/2024	9/1/2024	$7,950.00			
					7,950.00	911430.01.911	Radio support/maintenance	Radio
1023481	NATIONAL BENEFITS SERVICES LLC	11523	9/30/2024	9/30/2024	$52.00			
					52.00	911110.03.911	Employee benefits	Administration Fees
Chance Chipman	PEHP	11515	9/25/2024	9/25/2024	$668.94			
					668.94	9112226	Health ins payable	Error - Chance Chipman
PR083024-558	PEHP	11515	9/5/2024	9/5/2024	$494.64			
					125.16	9112226	Health ins payable	Traditional Insurance - Single
					194.28	9112226	Health ins payable	Traditional Insurance - Double
					175.20	9112226	Health ins payable	Traditional Insurance - Family
PR091324-558	PEHP	11515	9/19/2024	9/19/2024	$63,046.48			
					3,959.76	9112226	Health ins payable	Traditional Insurance - Double
					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
					6,275.80	9112226	Health ins payable	HDHP - Double
					3,570.80	9112226	Health ins payable	Traditional Insurance - Family
	Vendor Total:				**$64,210.06**			
241001	PELORUS METHODS	11499	9/1/2024	9/1/2024	$1,950.00			
					1,950.00	911430.04.911	Financial Software support	Financial Software & Support
0864-002036247	REPUBLIC SERVICES #864	11525	9/26/2024	9/26/2024	$331.07			
					331.07	911540.04.911	Dumpster	Dumpster

Central Utah 911
Invoice Register: 9/1/2024 to 9/30/2024 - All Invoices

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
182767 - Mileage	Robbins, April M.	11526	9/10/2024	9/10/2024	$113.90			
					113.90	911150.01.911	Mileage	Mileage
Pins - 10.03.2024	Robbins, April M.	11526	9/10/2024	9/10/2024	$20.42			
					20.42	911310.07.911	Public education supplies	Pins
	Vendor Total:				**$134.32**			
Mileage - TAC Co	Sevison, Rachel	11506	9/9/2024	9/9/2024	$340.36			
					340.36	911150.01.911	Mileage	TAC Conference
Rachel - Meal - T	Sevison, Rachel	11506	9/9/2024	9/9/2024	$10.00			
					10.00	911150.06.911	Meals - at training	Tac Conference
	Vendor Total:				**$350.36**			
4803	SPANISH FORK CITY	11500	9/1/2024	9/1/2024	$398.45			
					196.00	911440.08.911	Internet	Internet
					202.45	911540.02.911	Water and sewer	Water & Sewer
467942	Spectrotel	11501	9/1/2024	9/1/2024	$954.19			
					954.19	911440.01.911	911 phones (selective router, N	Acct# 467942
71406 PO# 10542	Stone Security	11507	9/19/2024	9/19/2024	$20,941.64			
					20,941.64	911740.07.911	Security System	S2 Access Control System
INV-0018621	Threads Culture	11495	9/1/2024	9/1/2024	$309.60			
					309.60	911420.13.911	HR LMS	Threads Software
INV-0018770	Threads Culture	11528	9/26/2024	9/26/2024	$309.60			
					309.60	911420.13.911	HR LMS	Threads Software
	Vendor Total:				**$619.20**			
61664	UTAH COUNTY AUDITOR	11502	9/12/2024	9/12/2024	$750.25			
					750.25	911440.07.911	Fiber connectivity	Fiber - September 2024
61696	UTAH COUNTY AUDITOR	11508	9/12/2024	9/12/2024	$2,025.30			
					2,025.30	911540.01.911	Electricity	Electrical Usage - August 2024
	Vendor Total:				**$2,775.55**			
1615853	UTAH LOCAL GOVERNMENTS TRUST	EFT	9/12/2024	9/12/2024	$418.50			
					418.50	911110.03.911	Employee benefits	Workers Comp
PR083024-151	UTAH RETIREMENT SYSTEMS	EFT	9/5/2024	9/5/2024	$25,262.85			
					22,853.78	9112224	Retirement payable	State Retirement URS
					2,205.41	9112224	Retirement payable	401k URS
					203.66	9112224	Retirement payable	401K Loan URS
PR091324-151	UTAH RETIREMENT SYSTEMS	EFT	9/19/2024	9/19/2024	$29,586.71			
					26,783.78	9112224	Retirement payable	State Retirement URS
					2,599.27	9112224	Retirement payable	401k URS
					203.66	9112224	Retirement payable	401K Loan URS
	Vendor Total:				**$54,849.56**			
PR083024-445	Utah State Tax Commission	11493	9/5/2024	9/5/2024	$5,289.98			
					5,289.98	9112223	State taxes payable	State Income Tax
PR091324-445	Utah State Tax Commission	11516	9/19/2024	9/19/2024	$5,218.54			
					5,218.54	9112223	State taxes payable	State Income Tax
	Vendor Total:				**$10,508.52**			
CIV202409-0000	Utopia Fiber	11494	9/1/2024	9/1/2024	$588.00			
					588.00	911440.08.911	Internet	Internet
PR083024-456	VASA Fitness	11517	9/5/2024	9/5/2024	$34.00			
					34.00	9112234	Golds Gym Member payable	Gym Membership

Central Utah 911
Invoice Register: 9/1/2024 to 9/30/2024 - All Invoices

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
PR091324-456	VASA Fitness	11517	9/19/2024	9/19/2024	$34.00			
					34.00	9112234	Golds Gym Member payable	Gym Membership
	Vendor Total:				**$68.00**			
		Total:			**$276,220.30**			

Amount	Account No.	GL Account Summary
470.50	911110.03.911	Employee benefits
1,025.77	911150.01.911	Mileage
20.00	911150.06.911	Meals - at training
19.50	911150.07.911	Other (parking, etc.)
129.90	911220.01.911	General office supplies
43.35	911220.03.911	Copier supplies/usage
34,189.93	9112221	Federal taxes payable
10,508.52	9112223	State taxes payable
103,269.06	9112224	Retirement payable
2,682.97	9112225	Employee life ins payable
64,210.06	9112226	Health ins payable
3,290.35	9112227	Dental ins payable
581.10	9112228	Visions ins payale
12,761.16	9112230	HSA payable
-1,705.16	9112232	Garnishments payable
2,740.93	9112233	Guardian payable
68.00	9112234	Golds Gym Member payable
1,005.24	9112236	Child Support Payable
100.00	911240.05.911	Drug Screening
60.00	911240.07.911	Audiometry Tests
162.68	911260.04.911	Employee recognitions
143.55	911310.05.911	Professional development traini
20.42	911310.07.911	Public education supplies
171.44	911310.08.911	Conference registrations
46.50	911320.01.911	IAEFD Certs/Recerts
139.50	911320.02.911	IAEMD Certs/Recerts
510.00	911320.05.911	Trainers course (CTO, recerts, e
170.00	911410.01.911	Headsets, base stations, batteri
634.20	911420.13.911	HR LMS
7,950.00	911430.01.911	Radio support/maintenance
1,950.00	911430.04.911	Financial Software support
954.19	911440.01.911	911 phones (selective router, N
750.25	911440.07.911	Fiber connectivity
784.00	911440.08.911	Internet
12.56	911510.03.911	Breakroom/Kitchen supplies
393.72	911520.01.911	Building maintenance supplies
1,564.11	911520.02.911	Janitorial services and supplies
24.88	911530.01.911	Grounds maintenance
2,025.30	911540.01.911	Electricity
202.45	911540.02.911	Water and sewer
331.07	911540.04.911	Dumpster
866.66	911740.01.911	General/miscellaneous
20,941.64	911740.07.911	Security System
276,220.30		**Total**
$276,220.30		**GL Account Summary Total**

Central Utah 911

Operational Budget Report
911 Central Utah 911 - 07/01/2024 to 09/30/2024
25.00% of the fiscal year has expired

	Prior YTD Actual	September Actual	2024 YTD Actual	2024 Budget	Unearned/ Unused	% Earned/ Used
Income from operations						
Income						
Taxes						
310-100 USER FEES	0.00	0.00	(318.91)	4,951,717.00	4,952,035.91	-0.01%
310-300 911 REVENUES	225,853.96	0.00	0.00	2,981,508.00	2,981,508.00	0.00%
Total Taxes	**225,853.96**	**0.00**	**(318.91)**	**7,933,225.00**	**7,933,543.91**	**0.00%**
Intergovernmental revenue						
370-100 GRANTS	0.00	0.00	(6,715.00)	2,800.00	9,515.00	-239.82%
Total Intergovernmental revenue	**0.00**	**0.00**	**(6,715.00)**	**2,800.00**	**9,515.00**	**-239.82%**
Interest						
360-100 INTEREST INCOME	32,967.85	0.00	0.00	125,150.00	125,150.00	0.00%
Total Interest	**32,967.85**	**0.00**	**0.00**	**125,150.00**	**125,150.00**	**0.00%**
Miscellaneous revenue						
360-900 MISCELLANEOUS REVENUE	249.15	125.00	(1,676.38)	0.00	1,676.38	0.00%
Total Miscellaneous revenue	**249.15**	**125.00**	**(1,676.38)**	**0.00**	**1,676.38**	**0.00%**
Total Income	**259,070.96**	**125.00**	**(8,710.29)**	**8,061,175.00**	**8,069,885.29**	**-0.11%**
Expenses						
110-130 Salaries and Benefits						
Salaries						
110.01.911 Wages	1,001,145.02	323,462.75	1,054,970.99	4,502,250.00	3,447,279.01	23.43%
110.02.911 Overtime	114,309.66	29,697.58	107,830.29	450,000.00	342,169.71	23.96%
110.04.911 Performance-based increas	0.00	0.00	0.00	250,000.00	250,000.00	0.00%
Total Salaries	**1,115,454.68**	**353,160.33**	**1,162,801.28**	**5,202,250.00**	**4,039,448.72**	**22.35%**
Benefits						
110.03.911 Employee benefits	432,435.19	147,599.86	473,272.75	2,160,000.00	1,686,727.25	21.91%
Total Benefits	**432,435.19**	**147,599.86**	**473,272.75**	**2,160,000.00**	**1,686,727.25**	**21.91%**
Total 110-130 Salaries and Benefits	**1,547,889.87**	**500,760.19**	**1,636,074.03**	**7,362,250.00**	**5,726,175.97**	**22.22%**
150 Travel/Transportation						
150.01.911 Mileage	1,209.74	1,025.77	2,300.10	4,300.00	1,999.90	53.49%
150.03.911 Transportation	0.00	0.00	0.00	3,000.00	3,000.00	0.00%
150.04.911 Lodging	4,250.26	0.00	0.00	3,000.00	3,000.00	0.00%
150.05.911 Per Diem - out of area	1,027.00	0.00	0.00	2,500.00	2,500.00	0.00%
150.06.911 Meals - at training	65.49	20.00	98.67	1,500.00	1,401.33	6.58%
150.07.911 Other (parking, etc.)	24.00	19.50	42.90	300.00	257.10	14.30%
Total 150 Travel/Transportation	**6,576.49**	**1,065.27**	**2,441.67**	**14,600.00**	**12,158.33**	**16.72%**
160 Miscellaneous						
160.01.911 Wire transfers/bank fees	1,281.48	0.00	1.48	600.00	598.52	0.25%
Total 160 Miscellaneous	**1,281.48**	**0.00**	**1.48**	**600.00**	**598.52**	**0.25%**
210 Books/Subscr/Memberships						
210.01.911 APCO Memberships	0.00	0.00	0.00	1,800.00	1,800.00	0.00%
210.03.911 Utah Government Finance As	0.00	0.00	0.00	50.00	50.00	0.00%
210.04.911 Utah County EMS Council Du	0.00	0.00	0.00	175.00	175.00	0.00%
Total 210 Books/Subscr/Memberships	**0.00**	**0.00**	**0.00**	**2,025.00**	**2,025.00**	**0.00%**
220 Office Expense & Supplies						
220.01.911 General office supplies	(497.27)	129.90	195.07	1,500.00	1,304.93	13.00%
220.02.911 Printing	111.20	0.00	100.00	250.00	150.00	40.00%
220.03.911 Copier supplies/usage	0.00	43.35	43.35	200.00	156.65	21.68%
220.04.911 Printer supplies (toner)	0.00	0.00	0.00	500.00	500.00	0.00%
220.05.911 Postage	8.56	0.00	0.00	200.00	200.00	0.00%
Total 220 Office Expense & Supplies	**(377.51)**	**173.25**	**338.42**	**2,650.00**	**2,311.58**	**12.77%**
230 Public Notices						
230.01.911 Public notices/district	0.00	0.00	0.00	400.00	400.00	0.00%
Total 230 Public Notices	**0.00**	**0.00**	**0.00**	**400.00**	**400.00**	**0.00%**
240 Professional Services						
240.01.911 Legal services	5,000.00	0.00	6,000.00	6,000.00	0.00	100.00%
240.02.911 Audit service - financial	10,000.00	0.00	0.00	11,000.00	11,000.00	0.00%
240.03.911 Audit - BEMS	0.00	0.00	0.00	65.00	65.00	0.00%
240.04.911 Language Line	2,176.95	0.00	2,036.88	8,500.00	6,463.12	23.96%
240.05.911 Drug Screening	144.00	100.00	100.00	2,500.00	2,400.00	4.00%

	Prior YTD Actual	September Actual	2024 YTD Actual	2024 Budget	Unearned/ Unused	% Earned/ Used
240.06.911 Pre-Employment Psychologic	0.00	0.00	426.00	5,500.00	5,074.00	7.75%
240.07.911 Audiometry Tests	87.00	60.00	60.00	500.00	440.00	12.00%
Total 240 Professional Services	**17,407.95**	**160.00**	**8,622.88**	**34,065.00**	**25,442.12**	**25.31%**
250 Insurance Bonds						
250.01.911 General liability insurace	13,798.00	0.00	15,039.83	14,000.00	(1,039.83)	107.43%
250.03.911 Crime insurance	0.00	0.00	0.00	425.00	425.00	0.00%
250.04.911 Facility property insurance	8,109.52	0.00	7,866.22	8,200.00	333.78	95.93%
Total 250 Insurance Bonds	**21,907.52**	**0.00**	**22,906.05**	**22,625.00**	**(281.05)**	**101.24%**
260 Misellaneous Supplies						
260.01.911 Business expenses (meeting	97.02	0.00	0.00	1,650.00	1,650.00	0.00%
260.02.911 Telecommunicator week	0.00	0.00	0.00	3,520.00	3,520.00	0.00%
260.03.911 Holiday gift for employees	0.00	0.00	0.00	6,880.00	6,880.00	0.00%
260.04.911 Employee recognitions	(2,069.39)	162.68	(374.49)	4,400.00	4,774.49	-8.51%
Total 260 Misellaneous Supplies	**(1,972.37)**	**162.68**	**(374.49)**	**16,450.00**	**16,824.49**	**-2.28%**
310 Training and Education						
310.01.911 Dispatcher CME/In-service tr	339.29	0.00	0.00	1,000.00	1,000.00	0.00%
310.03.911 Supervisory training	0.00	0.00	0.00	2,000.00	2,000.00	0.00%
310.04.911 Administrative training	0.00	0.00	198.00	1,000.00	802.00	19.80%
310.05.911 Professional development trai	0.00	143.55	143.55	2,500.00	2,356.45	5.74%
310.06.911 Education materials/supplies	0.00	0.00	0.00	200.00	200.00	0.00%
310.07.911 Public education supplies	42.00	20.42	20.42	800.00	779.58	2.55%
310.08.911 Conference registrations	221.30	171.44	596.44	5,000.00	4,403.56	11.93%
Total 310 Training and Education	**602.59**	**335.41**	**958.41**	**12,500.00**	**11,541.59**	**7.67%**
320 Certifications						
320.01.911 IAEFD Certs/Recerts	1,599.50	46.50	1,746.50	5,000.00	3,253.50	34.93%
320.02.911 IAEMD Certs/Recerts	933.00	139.50	1,839.50	1,500.00	(339.50)	122.63%
320.04.911 CPR Certs/Recert	265.00	0.00	0.00	0.00	0.00	0.00%
320.05.911 Trainers course (CTO, recerts	521.00	510.00	510.00	3,000.00	2,490.00	17.00%
Total 320 Certifications	**3,318.50**	**696.00**	**4,096.00**	**9,500.00**	**5,404.00**	**43.12%**
410 Information Technology						
410.01.911 Headsets, base stations, batt	1,348.00	170.00	2,830.77	7,500.00	4,669.23	37.74%
410.02.911 Computer peripheral/tools/ac	150.24	0.00	466.31	2,000.00	1,533.69	23.32%
Total 410 Information Technology	**1,498.24**	**170.00**	**3,297.08**	**9,500.00**	**6,202.92**	**34.71%**
420 Software Licensing/Renewals						
420.01.911 Schedule software	6,216.00	0.00	6,737.33	6,500.00	(237.33)	103.65%
420.02.911 Renewals for firewall	0.00	0.00	13,500.00	13,500.00	0.00	100.00%
420.03.911 Exchange online	6,259.34	0.00	8,648.28	5,800.00	(2,848.28)	149.11%
420.04.911 Frontline	10,575.00	0.00	11,103.75	11,000.00	(103.75)	100.94%
420.05.911 VM backup	0.00	0.00	1,235.46	2,000.00	764.54	61.77%
420.07.911 Renewals for Spam Hero, We	0.00	0.00	0.00	500.00	500.00	0.00%
420.08.911 Domain registration	0.00	0.00	0.00	200.00	200.00	0.00%
420.09.911 Website hosting	0.00	0.00	0.00	250.00	250.00	0.00%
420.10.911 Renewals for SplashTop, PD	1,829.40	0.00	1,338.75	2,400.00	1,061.25	55.78%
420.11.911 TechSmith Camtasia	0.00	0.00	0.00	200.00	200.00	0.00%
420.12.911 PDF solution	0.00	0.00	0.00	360.00	360.00	0.00%
420.13.911 HR LMS	637.20	634.20	1,272.90	4,000.00	2,727.10	31.82%
420.15.911 Rapid SOS/Prepared 911	9,500.00	0.00	9,975.00	40,000.00	30,025.00	24.94%
Total 420 Software Licensing/Renewals	**35,016.94**	**634.20**	**53,811.47**	**86,710.00**	**32,898.53**	**62.06%**
430 IT Maintenance & Support						
430.01.911 Radio support/maintenance	10,665.00	7,950.00	7,950.00	11,000.00	3,050.00	72.27%
430.02.911 Spillman & Hiplink maintenan	0.00	0.00	0.00	40,000.00	40,000.00	0.00%
430.03.911 Criticall support	0.00	0.00	0.00	4,000.00	4,000.00	0.00%
430.04.911 Financial Software support	2,300.00	1,950.00	3,100.00	5,000.00	1,900.00	62.00%
430.05.911 Priority dispatch card support	0.00	0.00	5,049.00	5,000.00	(49.00)	100.98%
430.06.911 ProQA/AQUA support	7,849.25	0.00	2,800.25	5,000.00	2,199.75	56.01%
430.08.911 Notification System	22,425.00	0.00	22,425.00	23,000.00	575.00	97.50%
430.09.911 Fire Paging/Alerting	15,552.00	0.00	15,552.00	61,000.00	45,448.00	25.50%
430.10.911 Logging Recorder Maintenan	0.00	0.00	0.00	5,000.00	5,000.00	0.00%
Total 430 IT Maintenance & Support	**58,791.25**	**9,900.00**	**56,876.25**	**159,000.00**	**102,123.75**	**35.77%**
440 Telephone & Communications						
440.01.911 911 phones (selective router,	2,296.20	954.19	2,947.29	7,200.00	4,252.71	40.93%
440.02.911 Dispatch administrative lines	1,299.04	0.00	0.00	0.00	0.00	0.00%

Central Utah 911

Operational Budget Report
911 Central Utah 911 - 07/01/2024 to 09/30/2024
25.00% of the fiscal year has expired

	Prior YTD Actual	September Actual	2024 YTD Actual	2024 Budget	Unearned/ Unused	% Earned/ Used
440.03.911 Business admin lines	1,749.31	0.00	0.00	0.00	0.00	0.00%
440.04.911 Long distance	896.80	0.00	0.00	0.00	0.00	0.00%
440.05.911 Bluffdale FX	609.75	0.00	0.00	0.00	0.00	0.00%
440.06.911 Cell phones	412.19	0.00	279.60	3,000.00	2,720.40	9.32%
440.07.911 Fiber connectivity	2,250.75	750.25	2,250.75	8,600.00	6,349.25	26.17%
440.08.911 Internet	2,578.37	784.00	2,744.00	13,200.00	10,456.00	20.79%
Total 440 Telephone & Communications	**12,092.41**	**2,488.44**	**8,221.64**	**32,000.00**	**23,778.36**	**25.69%**
510 Facilities						
510.01.911 Work area health/sanitization	234.34	0.00	0.00	4,000.00	4,000.00	0.00%
510.02.911 UPS batteries	0.00	0.00	2,381.10	2,500.00	118.90	95.24%
510.03.911 Breakroom/Kitchen supplies	839.71	12.56	12.56	4,000.00	3,987.44	0.31%
510.04.911 Water Softener	8,374.12	0.00	0.00	0.00	0.00	0.00%
Total 510 Facilities	**9,448.17**	**12.56**	**2,393.66**	**10,500.00**	**8,106.34**	**22.80%**
520 Facilities Maintenance						
520.01.911 Building maintenance supplie	647.71	393.72	573.18	2,200.00	1,626.82	26.05%
520.02.911 Janitorial services and suppli	6,186.74	1,564.11	5,789.14	21,800.00	16,010.86	26.56%
520.03.911 Generator preventative plan	2,277.00	0.00	3,631.10	2,400.00	(1,231.10)	151.30%
520.04.911 HVAC system & preventative	0.00	0.00	4,080.39	500.00	(3,580.39)	816.08%
520.05.911 UPS service	0.00	0.00	0.00	2,500.00	2,500.00	0.00%
Total 520 Facilities Maintenance	**9,111.45**	**1,957.83**	**14,073.81**	**29,400.00**	**15,326.19**	**47.87%**
530 Grounds Maintenance						
530.01.911 Grounds maintenance	158.63	24.88	24.88	1,300.00	1,275.12	1.91%
530.02.911 Snow removal	0.00	0.00	0.00	3,000.00	3,000.00	0.00%
530.03.911 Pest control	0.00	0.00	0.00	500.00	500.00	0.00%
530.04.911 Equipment	278.84	0.00	0.00	500.00	500.00	0.00%
Total 530 Grounds Maintenance	**437.47**	**24.88**	**24.88**	**5,300.00**	**5,275.12**	**0.47%**
540 Utilities						
540.01.911 Electricity	3,838.85	2,025.30	3,781.39	24,000.00	20,218.61	15.76%
540.02.911 Water and sewer	408.64	202.45	403.51	4,500.00	4,096.49	8.97%
540.03.911 Fuel for generator	0.00	0.00	0.00	3,600.00	3,600.00	0.00%
540.04.911 Dumpster	485.95	331.07	1,272.00	4,000.00	2,728.00	31.80%
Total 540 Utilities	**4,733.44**	**2,558.82**	**5,456.90**	**36,100.00**	**30,643.10**	**15.12%**
740 Capital						
740.01.911 General/miscellaneous	0.00	866.66	866.66	7,500.00	6,633.34	11.56%
740.02.911 Office equipment	0.00	0.00	14,039.28	14,000.00	(39.28)	100.28%
740.04.911 Information technology	0.00	0.00	0.00	10,000.00	10,000.00	0.00%
740.05.911 ATX For Lehi Station	0.00	0.00	0.00	30,000.00	30,000.00	0.00%
740.06.911 Facility	0.00	0.00	6,667.00	75,000.00	68,333.00	8.89%
740.07.911 Security System	0.00	20,941.64	31,721.36	78,500.00	46,778.64	40.41%
Total 740 Capital	**0.00**	**21,808.30**	**53,294.30**	**215,000.00**	**161,705.70**	**24.79%**
Depreciation expense						
911-530 DEPRECIATION EXPENSE	65,296.88	0.00	0.00	0.00	0.00	0.00%
Total Depreciation expense	**65,296.88**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00%**
Total Expenses	**1,793,060.77**	**542,907.83**	**1,872,514.44**	**8,061,175.00**	**6,188,660.56**	**23.23%**
Total Income from operations	**(1,533,989.81)**	**(542,782.83)**	**(1,881,224.73)**	**0.00**	**1,881,224.73**	**0.00%**

Current Wages and Steps

FY2025

	start	Step 1	Step 2	Step 3	Step 4	end
Training	$ 24.01	$ 24.61	$ 25.21	$ 25.81	$ 26.41	
new employees get an increase with each discipline they pass off						

D1	$ 26.41	$ 26.71	$ 27.01	$ 27.31	$ 27.61	$ 27.91
D2	$ 28.81	$ 29.41	$ 30.02	$ 30.62	$ 31.22	
Senior	$ 32.42	$ 33.32	$ 34.22	$ 36.32	$ 38.42	$ 39.32
Supervisors	$ 42.32	$ 43.22	$ 44.12	$ 45.02	$ 45.92	
Years	**1 to 3**	**3 to 6**	**6 to 9**	**9 to 12**	**12 to 15**	**15+**

Wages with Proposed 2% Raise

FY2025

	start	Step 1	Step 2	Step 3	Step 4	end
Training	$ 24.49	$ 25.10	$ 25.72	$ 26.33	$ 26.94	$ -
new employees get an increase with each discipline they pass off						

D1	$ 26.94	$ 27.25	$ 27.55	$ 27.86	$ 28.17	$ 28.47
D2	$ 29.39	$ 30.00	$ 30.62	$ 31.23	$ 31.84	$ -
Senior	$ 33.06	$ 33.98	$ 34.90	$ 37.04	$ 39.19	$ 40.11
Supervisors	$ 43.17	$ 44.09	$ 45.00	$ 45.92	$ 46.84	$ -
Years	**1 to 3**	**3 to 6**	**6 to 9**	**9 to 12**	**12 to 15**	**15+**

CITY/COUNTY	POPULATION ESTIMATE	BASE FEE	2021	2022	2023	3 YEAR AVERAGE	FY2023 USAGE FEE	FY2024 USAGE FEE	FY2025 USAGE FEE	FY2023 TOTAL	FY2024 TOTAL	FY2025 TOTAL	Useage
Alpine	**10,202**	$ 10,264	3,401	3,039	3,289	**3,243**	$ 40,397	$ 65,331	$ 66,266	$ 66,747	$ 75,533	$ 76,530	1.5066%
American Fork	**42,950**	$ 43,209	25,721	23,817	26,489	**25,342**	$ 305,272	$ 502,544	$ 517,835	$ 453,469	$ 545,494	$ 561,044	11.0449%
Bluffdale	**19,620**	$ 19,738	9,035	9,722	9,010	**9,256**	$ 105,903	$ 190,283	$ 189,126	$ 105,903	$ 209,903	$ 208,865	4.1118%
Cedar Fort	**400**	$ 402	413	495	500	**469**	$ 5,626	$ 9,211	$ 9,590	$ 7,295	$ 9,611	$ 9,993	0.1967%
Cedar Hills	**9,824**	$ 9,883	2,521	2,085	2,501	**2,369**	$ 30,495	$ 46,726	$ 48,407	$ 52,967	$ 56,550	$ 58,290	1.1475%
Eagle Mountain	**63,133**	$ 63,514	14,343	17,536	18,801	**16,893**	$ 182,366	$ 323,400	$ 345,191	$ 263,091	$ 386,533	$ 408,705	8.0459%
Elk Ridge	**4,973**	$ 5,003	914	718	810	**814**	$ 11,217	$ 16,556	$ 16,633	$ 21,422	$ 21,529	$ 21,636	0.4259%
Fairfield	**146**	$ 147	219	231	341	**264**	$ 2,455	$ 4,565	$ 5,388	$ 3,066	$ 4,711	$ 5,535	0.1090%
Genola	**1,569**	$ 1,578	633	704	780	**706**	$ 7,989	$ 13,563	$ 14,419	$ 12,478	$ 15,132	$ 15,998	0.3149%
Goshen	**915**	$ 921	876	807	697	**793**	$ 10,081	$ 17,073	$ 16,211	$ 23,640	$ 17,988	$ 17,131	0.3372%
Highland	**20,464**	$ 20,587	7,079	7,712	4,203	**6,331**	$ 101,579	$ 150,049	$ 129,372	$ 140,022	$ 170,513	$ 149,959	2.9521%
Juab	**6,061**	$ 6,098	6,752	6,080	7,294	**6,709**	$ 52,483	$ 130,176	$ 137,082	$ 109,704	$ 136,237	$ 143,180	2.8187%
Lehi	**93,285**	$ 93,848	33,555	33,273	36,193	**34,340**	$ 396,846	$ 677,945	$ 701,696	$ 591,513	$ 771,230	$ 795,544	15.6613%
Nephi	**7,256**	$ 7,300	5,019	4,908	5,118	**5,015**	$ 57,707	$ 100,706	$ 102,474	$ 79,979	$ 107,962	$ 109,774	2.1611%
Payson	**23,252**	$ 23,392	11,833	11,900	12,826	**12,186**	$ 151,154	$ 240,762	$ 249,010	$ 228,360	$ 264,014	$ 272,403	5.3626%
Pleasant Grove	**37,014**	$ 37,237	17,351	16,783	16,556	**16,897**	$ 197,174	$ 346,276	$ 345,259	$ 329,910	$ 383,290	$ 382,497	7.5300%
Salem	**11,511**	$ 11,580	4,523	4,368	4,244	**4,378**	$ 51,913	$ 90,196	$ 89,465	$ 74,477	$ 101,707	$ 101,045	1.9892%
Santaquin	**19,964**	$ 20,084	6,675	5,925	6,570	**6,390**	$ 73,997	$ 127,822	$ 130,571	$ 119,057	$ 147,786	$ 150,655	2.9658%
Saratoga Springs	**59,822**	$ 60,183	15,135	17,665	17,668	**16,823**	$ 193,958	$ 332,744	$ 343,747	$ 277,503	$ 392,566	$ 403,930	7.9519%
Spanish Fork	**44,674**	$ 44,944	22,084	24,508	24,228	**23,607**	$ 352,927	$ 472,658	$ 482,369	$ 392,921	$ 517,332	$ 527,312	10.3808%
Utah County	**10,751**	$ 10,816	19,255	20,729	22,209	**20,731**	$ 235,368	$ 405,623	$ 423,609	$ 335,327	$ 416,374	$ 434,424	8.5522%
State Parks	**0**	$ -	452	345	239	**345**	$ 5,710	$ 8,085	$ 7,056	$ 9,256	$ 8,085	$ 7,056	0.1389%
Forest Service	**0**	$ -	101	178	270	**183**	$ 1,295	$ 2,830	$ 3,739	$ 838	$ 2,830	$ 3,739	0.0736%
Vineyard	**15,583**	$ 15,677	7,233	9,300	8,597	**8,377**	$ 93,251	$ 167,721	$ 171,165	$ 119,745	$ 183,304	$ 186,842	3.6782%
Woodland Hills	**1,551**	$ 1,560	564	615	1,908	**1,029**	$ 7,025	$ 11,961	$ 21,026	$ 9,879	$ 13,512	$ 22,587	0.4446%
North Fork Fire	**0**	$ -	227	267	239	**244**	$ 2,817	$ 5,011	$ 4,993	$ 3,455	$ 5,011	$ 4,993	0.0983%
Totals	**504,920**	$ 507,967	215,914	223,710	231,580	223,735	$ 2,677,008	$ 4,459,819	$ 4,571,700	$ 3,832,022	$ 4,964,739	$ 5,079,667	100.0000%

Estimated Wages adding 3 new hires each quarter *Not at full staffing* @ 61.42% (Agency Fee)

Projected Wages Wages: $4,500,000 Benefits: $1,900,000 Fixed Costs: $700,000 Total: $7,100,000

Without Raise

		Projected Costs
Alpine	1.5066%	$ 65,699.59
American Fork	11.0449%	$ 481,647.85
Bluffdale	4.1118%	$ 179,307.37
Cedar Fort	0.1967%	$ 8,578.48
Cedar Hills	1.1475%	$ 50,041.48
Eagle Mountain	8.0459%	$ 350,867.45
Elk Ridge	0.4259%	$ 18,574.14
Fairfield	0.1090%	$ 4,751.32
Genola	0.3149%	$ 13,733.85
Goshen	0.3372%	$ 14,706.85
Highland	2.9521%	$ 128,737.85
Juab	2.8187%	$ 122,917.93
Lehi	15.6613%	$ 682,962.74
Nephi	2.1611%	$ 94,239.53
Payson	5.3626%	$ 233,853.75
Pleasant Grove	7.5300%	$ 328,367.85
Salem	1.9892%	$ 86,746.07
Santaquin	2.9658%	$ 129,335.15
Saratoga Springs	7.9519%	$ 346,768.23
Spanish Fork	10.3808%	$ 452,689.87
Utah County	8.5522%	$ 372,947.01
State Parks	0.1389%	$ 6,057.81
Forest Service	0.0736%	$ 3,210.17
Vineyard	3.6782%	$ 160,401.39
Woodland Hills	0.4446%	$ 19,390.19
North Fork Fire	0.0983%	$ 4,286.08
	100.0000%	$ 4,360,820.00

-14.151%

Estimated Wages adding 3 new hires each quarter *Not at full staffing* @ 61.42% (Agency Fee)

Projected Wages | Wages: $4,600,000 | Benefits: $1,990,000 | Fixed Costs: $700,000 | Total: $7,290,000

With Raise | Projected Costs | Difference

Alpine	1.5066%	$ 67,457.75	
American Fork	11.0449%	$ 494,537.02	
Bluffdale	4.1118%	$ 184,105.73	-11.854%
Cedar Fort	0.1967%	$ 8,808.04	
Cedar Hills	1.1475%	$ 51,380.62	
Eagle Mountain	8.0459%	$ 360,256.86	
Elk Ridge	0.4259%	$ 19,071.19	
Fairfield	0.1090%	$ 4,878.47	
Genola	0.3149%	$ 14,101.37	
Goshen	0.3372%	$ 15,100.41	
Highland	2.9521%	$ 132,182.95	
Juab	2.8187%	$ 126,207.29	
Lehi	15.6613%	$ 701,239.20	
Nephi	2.1611%	$ 96,761.44	
Payson	5.3626%	$ 240,111.81	
Pleasant Grove	7.5300%	$ 337,155.16	
Salem	1.9892%	$ 89,067.44	
Santaquin	2.9658%	$ 132,796.23	
Saratoga Springs	7.9519%	$ 356,047.94	
Spanish Fork	10.3808%	$ 464,804.11	
Utah County	8.5522%	$ 382,927.28	
State Parks	0.1389%	$ 6,219.92	
Forest Service	0.0736%	$ 3,296.08	
Vineyard	3.6782%	$ 164,693.83	
Woodland Hills	0.4446%	$ 19,909.08	
North Fork Fire	0.0983%	$ 4,400.78	
	100.0000%	$ 4,477,518.00	

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 ability for a PSAP to deliver expected levels of service and the level of funding for these PSAPs. PSAPs that are not contracted with UHP are required to answer the 911 calls for UHP. 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 assist in handling UHP calls could also be used. By implementing a change in definitions or funding, PSAPs will either stop being 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. If a PSAP in a county with several PSAPs does not qualify with this standard, the state law says that none of them qualify. This leads to an ineligibility for additional 911 funding for all PSAPs in that county. Due to this standard and the funds tied to meeting the transfer rates imposed by this legislation, there are some instances where PSAPs have not transferred in-progress and high priority calls.

PSAPs in Utah County and other counties containing the I-15 corridor also have the difficulty of receiving calls that need to be responded to by the Utah Highway Patrol (UHP). These calls often need to be transferred to other PSAPs or in the case of SLC UHP, the Traffic Operation Center (TOC), who dispatch UHP personnel. PSAPs who initially receive the calls do not receive funding to dispatch the UHP and do not currently have the CAD2CAD technological solution with PSAPs that do dispatch UHP. This often leads to a higher transfer rate for agencies that is outside of their control. This 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 meeting 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

[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.

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.

Although a narrative is helpful to describe the problem, it is also effective to illustrate the point through examples. The following examples are from Utah County PSAPs.

> <u>General example:</u> Drivers on I-15 are sometimes routed to a different PSAP by cellular phone towers. When the receiving PSAP takes the call and determines that the call belongs to another PSAP, they often give a ten-digit phone number for the driver to call to reach the correct PSAP. This requires the driver to pull over to write it down, remember the number and dial another number while driving, or write it down while driving. None of the scenarios are ideal for the driver and delays information getting to the appropriate entities.
>
> Example from August 6, 2024: A 15-year-old male on the Timpanogos Trail had dislocated his knee and was with his father. The young male was trying to limp down the mountain with help from his father, but both were running out of water. While the out of county PSAP gave the latitude and longitude of the caller from their equipment, transferring the call would give the correct PSAP real-time latitude and longitude. While this example may not have been life threatening, it could be an example of prioritizing a reluctance to transfer over the safety of the caller.
>
> Example from July 22, 2024: On a road rage incident along I-15, a suspect shot out the car window of a victim. Because of the high priority nature of the call, the call was transferred to DPS by the receiving PSAP but stayed on the line due to both the suspect and victim exiting I-15 in Pleasant Grove. Because both PSAPs were receiving real-time information, the suspect was taken into custody. In this case it demonstrates that a transferred call resulted in the most positive outcome for a situation of this nature.
>
> Example on June 12, 2024: A 12-year-old male fell at Bridal Veil Falls and ended up drowning in the Provo River. A different PSAP received the call and called the PSAP who should have received the call and told them they had the boy's mother on the line. The PSAP that should have received the call asked if the call could be transferred to get real-time information and was told, "We're not allowed to." Due to the call not being transferred to the correct PSAP, there was a 7-minute delay for first responders arriving on scene.
>
> Example from April 7, 2024: An incident where the caller was in a canyon but was unsure of their exact location. After calling 9-1-1 the caller was instructed to hang up and call the UHP non-emergency phone number. In order to receive a better

location, the caller was then told to hang up and call back using 9-1-1. The caller dialed 9-1-1 only to be told that the call couldn't be transferred and to use the non-emergency line again. This resulted in a delay of care.

General Example: When a caller is having a mental health crisis and the call is not transferred to the appropriate PSAP, there is a likelihood that there will be more agencies responding than is necessary. If the caller is mentally unstable, an over-response by agencies may endanger both the responding officers and the caller.

The intent of the examples above are not to disparage any PSAP but to show that the current legislation may lead to a reluctance to transfer a call, sometimes to the detriment of alevel of service.

Possible Solutions

A simple solution to this problem would be a legislative update to the Utah State Code. If an exception were made for calls transferred to PSAPs who serve UHP and included in the definition of "transfer rate", it would vastly improve the opportunities for PSAPs to meet the state requirement and improve response times for callers. An 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, PSAPs typically do not transfer those calls, they dispatch the appropriate fire/medical personnel, and finally use common radio channels to request response from UHP or the UHP PSAP. This practice would continue and calls that legitimately need to be transferred to a PSAP serving UHP would be an exception for the transfer rate. Until such time that cellular phone calls can more accurately be routed to appropriate PSAP locations, a legislative definitional change seems to be the most cost effective and appropriate solution.

One technological solution, called CAD2CAD, allows a dispatcher to share Computer Aided Dispatch (CAD) information from one PSAP 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 PSAP can dispatch the appropriate first responders to an emergency with the information from CAD2CAD. PSAPs in Utah County are working toward implementing this solution. However, this solution poses a secondary problem that would greatly impact the staffing of the PSAP that receives the 911 call. The PSAP will be required to become call-takers for UHP, without any remuneration. On average, it takes around 20-seconds to transfer a 911 call. Once the CAD2CAD is implemented, it will take 2-3 minutes to process a 911 call. Centers in Utah County and

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

across the state are already short on dispatchers. Providing more time-consuming dispatch services for UHP strains resources that are already scarce.

A third solution would be to identify PSAPs who receive a high volume of calls for UHP dispatching and divert 911 funding for these calls to the PSAPs who initially take the call. These PSAPs would then need to have the capability to dispatch UHP 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.

Conclusion

PSAPs from across the state of Utah 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 citizens from across the state. However, tying funding to this standard may lead to a reluctance to transfer calls, even if the level of service for the caller would be greater if the call were transferred.

For PSAPs with problematic geographical locations and an inability to change how cellular 911 calls are routed to a PSAP, this transfer rate may always be out of reach and may, at times, reduce response levels for callers. By exploring the possible solutions listed above, PSAPs all over the state can become eligible for critical funding needed to continue to improve these valuable services.

Fraud Risk Assessment

Continued

*Total Points Earned: 355 /395 *Risk Level:

Very Low	Low	Moderate	High	Very High
> 355	316-355	276-315	200-275	< 200

	Yes	Pts
1. Does the entity have adequate basic separation of duties or mitigating controls as outlined in the attached Basic Separation of Duties Questionnaire?	200	200
2. Does the entity have governing body adopted written policies in the following areas:		
a. Conflict of interest?	5	5
b. Procurement?	5	5
c. Ethical behavior?	5	5
d. Reporting fraud and abuse?	5	5
e. Travel?	5	5
f. Credit/Purchasing cards (where applicable)?	5	5
g. Personal use of entity assets?	5	5
h. IT and computer security?	5	5
i. Cash receipting and deposits?	5	5
3. Does the entity have a licensed or certified (CPA, CGFM, CMA, CIA, CFE, CGAP, CPFO) expert as part of its management team?	0	20
a. Do any members of the management team have at least a bachelor's degree in accounting?	10	10
4. Are employees and elected officials required to annually commit in writing to abide by a statement of ethical behavior?	20	20
5. Have all governing body members completed entity specific (District Board Member Training for local/special service districts & interlocal entities, Introductory Training for Municipal Officials for cities & towns, etc.) online training (training.auditor.utah.gov) within four years of term appointment/election date?	20	20
6. Regardless of license or formal education, does at least one member of the management team receive at least 40 hours of formal training related to accounting, budgeting, or other financial areas each year?	20	20
7. Does the entity have or promote a fraud hotline?	0	20
8. Does the entity have a formal internal audit function?	20	20
9. Does the entity have a formal audit committee?	20	20

*Entity Name: Central Utah 911

*Completed for Fiscal Year Ending: 06/30/2024 *Completion Date: 10/07/2024

*CAO Name: ______________ *CFO Name: ______________

*CAO Signature: ______________ *CFO Signature: ______________

*Required

Basic Separation of Duties

See the following page for instructions and definitions.

	Yes	No	MC*	N/A
1. Does the entity have a board chair, clerk, and treasurer who are three separate people?	Y			
2. Are all the people who are able to receive cash or check payments different from all of the people who are able to make general ledger entries?	Y		Y	
3. Are all the people who are able to collect cash or check payments different from all the people who are able to adjust customer accounts? If no customer accounts, check “N/A”.	Y		Y	
4. Are all the people who have access to blank checks different from those who are authorized signers?	Y			
5. Does someone other than the clerk and treasurer reconcile all bank accounts OR are original bank statements reviewed by a person other than the clerk to detect unauthorized disbursements?	Y			
6. Does someone other than the clerk review periodic reports of all general ledger accounts to identify unauthorized payments recorded in those accounts?	Y			
7. Are original credit/purchase card statements received directly from the card company by someone other than the card holder? If no credit/purchase cards, check “N/A”.	Y			
8. Does someone other than the credit/purchase card holder ensure that all card purchases are supported with receipts or other supporting documentation? If no credit/purchase cards, check “N/A”.	Y			
9. Does someone who is not a subordinate of the credit/purchase card holder review all card purchases for appropriateness (including the chief administrative officer and board members if they have a card)? If no credit/purchase cards, check “N/A”.	Y		Y	
10. Does the person who authorizes payment for goods or services, who is not the clerk, verify the receipt of goods or services?	Y			
11. Does someone authorize payroll payments who is separate from the person who prepares payroll payments? If no W-2 employees, check “N/A”.	Y			
12. Does someone review all payroll payments who is separate from the person who prepares payroll payments? If no W-2 employees, check “N/A”.	Y			

* MC = Mitigating Control

Approved 12/09/2021
Revised

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~~0~~4.11 Personnel Complaint Investigation

~~0~~4.11.1 PURPOSE AND SCOPE
This policy provides guidelines for the reporting, investigation, and disposition of complaints regarding the conduct of members of Central Utah 911(CU911). This policy shall not apply to any questioning, counseling, instruction, informal verbal admonishment or other routine or unplanned contact of a member in the normal course of duty, by a supervisor or any other administrator.

~~0~~4.11.2 POLICY
CU911 takes seriously all complaints regarding the service provided by the organization and the conduct of its members.

The department will accept and address all complaints of misconduct in accordance with this policy and applicable federal, state, and local law. It is also the policy of the organization to ensure that the community or service agencies can report misconduct without concern for reprisal or retaliation.

Any investigation of employee conduct that does not follow these procedures will not be admissible in the employee's records nor shall it be used against them in any way.

~~0~~4.11.3 PERSONNEL COMPLAINTS
Personnel complaints include any allegation of misconduct or improper job performance that, if true, would constitute a violation of organization policy, procedure, or rule or of federal, state, or local law,. Personnel complaints may be generated internally by the public or by any user agency.

Complaints about conduct or performance that, if true, would not violate any department policy or federal, state, or local law, policy or rule may be handled informally by a supervisor and shall not be considered a personnel complaint. Such ~~inquires~~inquiries generally include clarification regarding policy, procedures or the response to specific incidents by the organization.

~~0~~4.11.3.1 COMPLAINT CLASSIFICATIONS
Personnel complaints shall be classified in one of the following categories:

1. Informal – A matter in which the supervisor is satisfied that appropriate action has been taken by a person of rank greater than the accused member.
2. Formal – A matter in which it has been determines that misconduct, improper job performance, organizational policy, Federal, State, or local laws have been violated. Such complaints must be referred to the ~~Office of Professional standards~~Professional Development Manager.
3. Suspended – A matter in which the complaining party either refuses to cooperate or becomes unavailable after diligent follow-up investigation. At the discretion of the ~~office of Professional Standards~~Professional Development Manager, such matters be further investigated depending on the seriousness of the complaint and the availability of sufficient information.

Suspensions less than 3 days can be processed and implemented by administration and are not appealable with proper ~~documentation~~documentation.

~~0~~4.11.3.2 SOURCES OF COMPLAINTS
The following applies to the source of complaints:

1. Individuals or groups from the public, outside agencies, or service agency may make complaints in any form, including in writing, by email, in person or by telephone.
2. Supervisors shall initiate a complaint process based upon observed misconduct or receipt from any source alleging misconduct that, if true, could result in disciplinary action.

3. Anonymous and third-party ~~complaint~~complaints should be accepted and investigated to the extent that sufficient information is provided.
4. Tort claims and lawsuits may generate a personnel complaint.

~~0~~4.11.4 AVAILABILITY AND ACCEPTANCE OF COMPLAINTS

~~0~~4.11.4.1 COMPLAINT FORMS
Personnel complaint forms are available electronically in the Document Library of Frontline Policy Tracker.~~will be maintained in a clearly visible location in the public area of the facilities~~.

~~0~~4.11.4.2 ACCEPTANCE
All complaints will be courteously accepted by any organization member and promptly given or directed to the appropriate supervisor. Although written complaints are preferred, a complaint may also be filed orally, either in person or by telephone. Such complaints will be documented by the receiver of the complaint on a complaint form and shall be directed to a supervisor or the ~~Office of Professional Standards~~Professional Development Manager. If a supervisor is not immediately available to take an oral complaint, the receiving member shall obtain contact information sufficient for the supervisor to contact the complainant.

A complainant shall be provided with a copy of his/her statement.

~~0~~4.11.5 DOCUMENTATION
Employees shall encourage the complainant to complete a complaint form. The supervisor shall ensure that the nature of the complaint is defined as clearly as possible.

All complaints should also be documented and referred to the ~~Office of Professional Standards~~Professional Development Manager.

~~0~~4.11.6 ADMINISTRATIVE INVESTIGATIONS
Allegations of misconduct will be administratively investigated as follows. If an investigation is to be conducted of an administrative peer or supervisor wherein there could be claim of bias, an outside agency can be called upon to aide in conduct of the investigation.

~~0~~4.11.6.1 SUPERVISOR RESPONSIBILITES
In general, the primary responsibility for the initial investigation of a personnel complaint shall rest with the member's immediate supervisor, unless the supervisor is the complainant, or the supervisor is the ultimate decision-maker regarding disciplinary action or has any personal involvement or allegation of involvement regarding the alleged misconduct. The Executive Director or the authorized designee may direct that another supervisor investigates any complaint.

A supervisor who becomes aware of alleged misconduct shall take reasonable steps to prevent aggravation of the situation.

The responsibilities of the supervisors include but are not limited to:
1. Respond to all complainants in a courteous and ~~profession~~professional manner.
2. When appropriate, ensuring immediate medical attention is provided.
3. Make any reasonable effort~~s~~ to have the complainant fill out a written complaint form.
4. Make reasonable efforts to obtain names, addresses, dates, times, and telephone numbers.
5. Resolving those personnel complaints that can be resolved immediately.

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a. Follow-up contact with the ~~complainant;~~complainant, the ~~Office of Professional Standards~~Professional Development Manager, and management should be made as reasonably as possible.
b. If the matter is resolved and no further action is required, the supervisor will note the resolution and forward the entry to the ~~Office of Professional Standards~~Professional Development Manager.

6. Promptly contacting the Human Resources department for their roles in addressing a complaint that relates to sexual, racial, ethnic, or other forms of prohibited harassment or discrimination.
7. Ensuring that upon receipt of a complaint involving allegations of a potentially serious nature, the receiver shall notify the Manager and the Executive Director as soon as practicable and refer the investigation to the ~~Office of Professional Standards~~Professional Development Manager.
8. Forwarding unresolved personnel complaints to the ~~Office of Professional Standards~~Professional Development Manager who will determine whether to contact the complainant or begin an internal investigation.
   a. The original complaint form will be directed to the ~~Office of Professional Standards~~Professional Development Manager.
   b. In circumstances where the integrity of the investigation could be jeopardized by reducing the complaint to writing or where the confidentiality of the complainant is at issue, a supervisor shall refer the matter directly to the ~~Office of Professional Standards~~Professional Development Manager.
9. When it is determined that the investigation requires additional information and evidence gathering, the supervisor shall forward the personnel complaint to the ~~Office of Professional Standards~~Professional Development Manager to conduct an investigation.
   a. Evidence includes but not limited to:
      i. Chat Logs
      ii. Video Recordings
      iii. Audio Recordings
      iv. CAD Records
      v. Emails
      vi. Interviews
      vii. Time records
10. Evidence gathering for any investigation of misconduct shall only be conducted by the ~~Office of Professional Standards~~Professional Development Manager or under the direction of the Executive Director.
11. Random checks of these items are not permitted unless authorized in writing by the Executive Director.

04.11.6.2 ADMINISTRATIVE INVESTIGATION PROCEDURES

1. Interviews of an accused member, involved parties, or other necessary to the completion of the investigation shall be conducted during reasonable hours and preferably when the member is on-duty. If the member is off duty, he/she shall be compensated.
2. Unless waved by the member, interviews of an accused member shall be conducted at ~~Central Utah 911~~CU911 or other reasonable and appropriate place.
3. All interviews shall be conducted by interviewer in the presence of a witness.
4. No more than two interviewers should ask questions of an accused member.
5. Prior to any interview, a member shall be informed of the nature of the investigation, the name of the investigator(s), and all other persons to be present during the interview.
6. All interviews shall be for a reasonable period and the member's personal needs should be accommodated.

7. Any member refusing to answer questions directly related to the investigation may be ordered to answer question administratively and may be subject to discipline for failing to do so.
   a. A member should be given an order to answer questions in an administrative investigation that might incriminate the member in a criminal matter only after the member has been advised of Garrity.
   b. Administrative investigators should consider the impact that compelling a statement from the member may have on any related criminal investigation and should take reasonable steps to avoid creating any foreseeable conflicts between the two related investigations. This may include conferring with the person in charge of the criminal investigation (e.g., discussion of process, timing, and implications).
   c. No information or evidence administratively coerced from a member may be provide to anyone involved in conducting the criminal investigation or to any prosecutor.
8. The interviewer should record all interviews of members and witnesses. The member may also record the interview. If the member has been previously interviewed, a copy of that recorded interview shall be provided to the member prior to any subsequent interview.
9. Members and interviewers shall be notified prior to the interview that the interview will be recorded.
10. Recordings made without the knowledge of the recording by the other party will not be admissible as evidence and shall not be used against the party who does not have knowledge of the recording.
11. All members subjected to interviews that could result in discipline have the right to have an uninvolved representative present during the interview.
12. All members shall provide complete and truthful responses to questions posed during interviews.
13. No member may be compelled to submit to a polygraph examination, nor shall any refusal to submit to such examination be mentioned in any investigation.

04.11.6.3 ADMINISTRATIVE INVESTIGATION FORMAT

1. Complaint - Include the identity of members, the identity of the assigned investigators, the initial date and source of the complaint.
2. Background – Provide a brief summary of the facts giving rise to the investigation.
3. Investigation – List the allegations separately, including applicable policy sections, with a brief summary of the evidence relevant to each allegation.
4. Findings – A separate recommendation finding should be provided for each allegation.
5. Discussion - A recommendation regarding further action or disposition should be provided.
6. Exhibits - A separate list of exhibits (e.g., recordings, photos, documents) should be attached to the report.

04.11.6.4 DISPOSITIONS

Each personnel complaint shall be classified one of the following dispositions:

1. Unfounded – When the investigation discloses that the alleged acts did not occur or did not involve department members. Complaints that are determined to be frivolous will fall within the classification of unfounded.
2. Exonerated - When the investigation discloses that the alleged act occurred, but the act was justified, lawful and/or proper.
3. Not sustained - when the investigation discloses there is insufficient evidence to sustain the complaint or fully exonerate the member.
4. Sustained – A final determination by an investigating officer(s), commission, board, hearing officer, or arbitrator, as applicable, following an investigation that the actions of an employee were found to violate law, department policy or that there was improper job performance.

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If an investigation discloses misconduct or improper job performance that was not alleged in the original complaint, the investigator shall take appropriate action with regard to any additional allegations.

04.11.6.5 EVIDENCE

Materials collected during in the investigative process shall be considered evidentiary until proven otherwise. At no time shall an employee of the organization make copies of or store evidentiary materials obtained through CU911 equipment, software, or monitoring devices in a personal file or on a personal device.

The investigators compilation of evidentiary materials collected during the investigation include but not limited to:

1. Recordings,
2. Notes,
3. Statements
4. Research
5. Tangible evidence

04.11.6.6 COMPLETION OF INVESTIGATIONS

Every investigator or supervisor assigned to investigate a personnel complaint or other alleged misconduct shall proceed with due diligence in an effort to complete the investigation within reasonable amount of time.

If an investigation cannot be completed within a reasonable amount of time of discovery, the assigned investigator or supervisor shall ensure that an extension or delay is warranted and shall communicate with parties involved regularly with regards to the delay(s).

04.11.6.7 NOTICE TO COMPLAINTANT OF THE INVESTIGATION

The member conducting the investigation should provide the complainant with periodic updates on the status of the investigation, as appropriate.

Specific information regarding investigative information shall not be provided to the complainant.

04.11.7 ADMINISTRATIVE SEARCHES

Assigned lockers, storage spaces and other areas, including desks, and offices, may be searched as part of an administrative investigation upon a reasonable suspicion of misconduct.

Such areas may also be searched at times for non-investigative purposes such as obtaining a needed report, radio or other document or equipment. Such searches shall be conducted under the direction of the Executive Director, their designee or by authorization from the employee.

Lockers and storage spaces may only be administratively searched in the member's presence, with the member's consent, with a valid search warrant or where the member has been given reasonable notice that a search will take place.

04.11.7.1 DISCLOSURE OF FINACIAL INFORMATION

An employee may be compelled to disclose personal financial information under the following circumstances.

1. Pursuant to a state law or proper legal process.
2. Information exists that tends to indicate a conflict of interest with official duties.
3. If the employee is assigned to or being considered for a special assignment with a potential for bribes or other improper inducements.

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04.11.8 ADMINISTRATIVE LEAVE
When a complaint of misconduct is of a serious nature, or when circumstances indicate that allowing the accused to continue to work would adversely affect the mission of the organization, the Executive Director or authorized designee may temporarily assign an accused employee to administrative leave. Any employee placed on administrative leave:

1. May be required to relinquish any department badge, identification, or any other department equipment.
2. Shall be required to continue to comply with all polices and lawful orders of a supervisor.
3. May be temporarily reassigned to a different shift, generally a normal business-hours shift, during the investigation. The employee may be required to always remain available for contact during such shift and will report as ordered.

04.11.9 CRIMINAL INVESTIGATION
Where a member is accused of potential criminal conduct, a local police agency or sheriff shall be assigned to investigate the criminal allegations apart from any administrative investigation. Any separate administrative investigation may parallel a criminal investigation.

The Executive Director shall be notified as soon as practicable when a member is accused of criminal conduct.

A member accused of ~~a~~ criminal conduct shall be advised of his/her constitutional rights. The member should not be administratively ordered to provide any information in the criminal investigation

~~Central Utah 911~~CU911 may release information concerning the arrest or detention of any member, including an communications officer that has not led to a conviction. No disciplinary action should be taken until an independent administrative investigation is conducted.

04.11.10 ADMINISTRATIVE INVESTIGATION PROCEDURES
Upon completion of a formal investigation, an investigation report should be forwarded to the Executive Director.

04.11.10.1 EXECUTIVE DIRECTOR RESPONSIBILITIES
Upon receipt of any written recommendation for disciplinary action, the Executive Director shall review the recommendation and all accompanying materials. The Executive Director may modify any recommendation and/or may return the file to the ~~Office of Professional Standards~~Professional Development Manager for further investigation.

Once the Executive Director is satisfied that no further investigation or action is required by staff, the Executive Director shall determine the amount of discipline, if any, that should be imposed. In the event that disciplinary action is proposed, the Executive Director shall provide the member with a pre-disciplinary procedural due process hearing by providing written notice of the charges, proposed action and reason for the proposed action. With some exceptions, written notice shall be provided within a reasonable amount of time from the date of discovery of the misconduct. The Executive Director shall also provide the member with:

1. Access to all the materials considered by the Executive Director in recommending the proposed discipline.
2. An opportunity to respond orally or in writing to the Executive Director within seven days of receiving the notice.
    a. Upon a showing of good cause by the member, the Executive Director may grant a reasonable extension of time for the member to respond.

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b. If the member elects to respond orally, the presentation may be recorded by the organization. Upon request, the member shall be provided with a copy of the recording.

Once the member has completed his/her response or if the member has elected to waive any such response, the Executive Director shall consider all information received in regard to the recommended discipline. Within 30 days of the decision, the Executive Director shall provide a written notice to the member including the grounds and reasons for discipline and the effective date of discipline. Once the Executive Director has issued a written decision, the decision shall become effective.

04.11.10.2 NOTICE OF FINAL DISPOSITION TO THE COMPLAINANT
The Executive Director or the authorized designee shall ensure that the complainant is notified of the disposition (i.e., sustained, not sustained, exonerated, unfounded) of the complaint.

04.11.10.3 NOTICE REQUIREMENTS
The disposition of any civilian's complaint shall be released to the complaining party within 30 days of the final disposition. This release shall not include what discipline, if any, was imposed.

04.11.11 PRE-DISCIPLINE EMPLOYEE RESPONSE
The pre-discipline process is intended to provide the accused employee(s) with an opportunity to present a written or oral response to the Executive Director after having had an opportunity to review the supporting materials and prior to imposition of any recommended discipline. The employee shall consider the following:

1. The response is not intended to be an adversarial or formal hearing.
2. Although the employee may be represented by an uninvolved representative or legal counsel, the response is not designed to accommodate the presentation of testimony or witnesses.
3. The employee may suggest that further investigation could be conducted, or the employee may offer any additional information or mitigating factors for the Executive Director to consider.
4. In the event that the Executive Director elects to cause further investigation to be conducted, the employee shall be provided with the results prior to the imposition of any discipline.
5. The employee may thereafter have the opportunity to further respond orally or in writing to the Executive Director on the limited issues of information raised in any subsequent materials.

04.11.12 RESIGNATIONS/RETIREMENTS PRIOR TO DISCIPLINE
In the event that a member tenders a written resignation or notice of retirement prior to the imposition of discipline, it shall be noted in the file. The tender of a resignation or retirement by itself shall not serve as grounds for the termination of any pending investigation or discipline.

04.11.13 DISCIPLINE APPEAL RIGHTS
Non-probationary employees have the right to appeal a suspension without pay, demotion, reduction in pay or step, or termination from employment. Employees will have the opportunity to present information or dispute information the ~~Office of Professional Standards~~Professional Development Manager has used to issue disciplinary action. The purpose of this process is to provide insight into extenuating circumstances that may have contributed to the employee's performance or conduct issues while allowing for an equitable solution.

If the employee does not present this information during any of the step meetings, he or she will have five business days after each of those meetings to present such information.

04.11.14 PROBATIONARY EMPLOYEES AND OTHER MEMBERS
At-will and probationary employees and those members other than non-probationary employees may be released from employment for non-disciplinary reasons (e.g., failure to meet standards) without adherence

to the procedures set forth in this policy or any right to appeal. However, any probationary employee subjected to an investigation into allegations of misconduct shall be entitled to those procedural rights, as applicable.

04.11.15 RETENTION OF PERSONNEL INVESTIGATION FILES

All personnel complaints shall be maintained in accordance with the established records retention schedule and as described in the Personnel Records Policy.

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07.01 Communications Training and Evaluation Program

07.01.1 PURPOSE
This policy establishes and defines the Communications training and evaluation program for new employees of Central Utah 911 (CU911).

07.01.2 TRAINING FOR NEW-HIRE EMPLOYEES
CU911 will maintain a Communications Training and Evaluation Program for new-hire employees as directed by the Performance Development team.

Training will be accomplished in phases under the direction of a designated Communications Training Officer (CTO). For continued employment, trainees must successfully complete all phases of the training program, one phase at a time before advancing to the next phase until all phases are complete. Training phases will be conducted as staffing allows.

07.01.3 TRAINING STRATEGY
The strategy for training is structured academic training followed by structured on-the-job training. Training will follow the format as follows:

1. Introduction and Orientation
2. Academic Training or Classroom Training
3. Guided Practice or At-the-Console Training
4. Meeting the standard as documented on DOR reports.
5. Evaluation and Testing
6. Release from training by the Performance Development Supervisor (PDS) and approved by the Executive Director.

07.01.4 CERTIFIED TRAINING OFFICERS (CTOs)
1. CTOs will be specifically selected, trained, and supervised.
2. CU911 will pay the initial certification cost for a dispatcher to become a trainer.
3. If a CTO requests to step down from the assignment of training within 1 year of becoming certified, the employee must pay the initial certification cost back to CU911.
~~1.~~4. If a CTO requests to step down from the assignment of training, they must wait for at least 1 year before being allowed to become a trainer again within the program.
~~2.~~5. CTOs may be assigned to teach specific topics in the classroom training along with other dispatchers.
~~3.~~6. CTOs will train through guided practice in at-the-console training. The trainer must be aware of the trainee's performance at all times, providing explanations, examples, review and correction as necessary to teach the new employee how to perform the job responsibilities.
~~4.~~7. CTOs will perform their training responsibilities under the supervision of the PDS.
~~5.~~8. Shift Supervisors will assist CTOs with immediate issues related to the on-the-job training.
~~6.~~9. Other dispatchers may be assigned to assist in the training program, under the direction of the CTO, Shift Supervisor or PDS.

07.01.5 DAILY OBSERVATION REPORTS (DORs)
Trainee evaluations will be reported daily on the approved Daily Observation Report (DOR) form through the reporting software program. Each DOR will reflect the activity and performance observed for the shift with appropriate coded or numerical grading for each category and comments as necessary.

The PDS will review DORs and provide guidance to trainers and trainees for effective training. The PDS will meet weekly with trainees to ensure they are adapting well to the training environment and address issues from the DORs.

07.01.6 TRACKING SHEETS

The reporting software program automatically updates the trainee records and maintains tracking and trending of active trainees on a tracking sheet. Trainers will have access to the tracking sheets and DOR's through the software.

07.01.7 TRAINING FILES

The PDS will maintain records for floor training which will include all DORs, quizzes, and worksheets. All trainee records shall be considered as developmental and shall not be included in regular personnel files.

07.01.8 TRAINEE EXPECTATIONS

Work attendance while in training is crucial for the success of the trainee. Time off should not be requested except for emergency situations or as approved by the Executive Director. Excessive time taken off during training may result in discipline up to and including termination.

Down time activities and cell phone use on the console is not permitted while in training status. Trainees should use their breaks to check cell phones off console and/or pass the message onto friends/family that if they need to reach them, to call the main dispatch line. Trainees should use time on the console for training and focusing on things they can do to improve their skills.

07.02 Dispatcher Certification Requirements

07.02.1 PURPOSE
To establish dispatcher certification requirements and provide guidelines by which employees must receive and maintain required certifications.

07.02.2 DEFINITIONS
1. BCI: Bureau of Criminal Identification
2. CPR: Cardiopulmonary Resuscitation
3. EFD: Emergency Fire Dispatcher
4. EMD: Emergency Medical Dispatcher
5. POST: Peace Officer Standards and Training
6. PDS: Professional Development Supervisors
7. PDM: Professional Development Manager
8. ~~7.~~ TAC: Terminal Agency Coordinator

07.02.3 CERTIFICATION REQUIREMENTS
Dispatchers must obtain CPR, International Academies of Emergency Dispatchers (IAED)-EMD and BCI certification within two months of hire date. POST, Utah State EMD and agency specific EFD~~IAED-EFD~~ certifications will be obtained within 12 months of hire date. Certifications must be obtained by the aforementioned timelines unless circumstances prohibit it, and as approved by the Executive Director. Additional certifications may be required for Trainers, Supervisors and members of Administration. Copies of all certifications will be maintained in the employee's training file and the original documentation will be given to the employee.

Positions requiring listed certifications include:
- Call Taker
- Dispatcher I
- Dispatcher II
- Senior Dispatcher
- Supervisor
- Professional Development Supervisors and Manager
- Operations Manager

07.02.4 CPR CERTIFICATION
~~CPR certification is done through IAED~~ If the employee holds a CPR certification through another provider, they will provide proof of this certification to the PDM. Recertification will be done through IAED.

07.02.5 POST CERTIFICATION
Employees must attend a 40-hour Dispatch course at POST and pass the written exam. An application will be submitted by the employee ~~three~~ four weeks prior to the beginning of class. A copy of the POST Student Manual will be supplied to the employee prior to the class. If an employee does not pass the POST written exam the first time, they may retake the test once.

07.02.6 BCI CERTIFICATION

BCI certification requires the employee to attend BCI proficiency training, either in-house or at BCI offices or a combination of both, pass the background investigation completed by BCI and successfully complete the written exam. A state log on will be issued by the TAC and all privacy, dissemination, security measures will be adhered to by the employee.

07.02.7 STATE EMD CERTIFICATION

Every two years employees will be required to log into their account on the Bureau of EMS's website and fill out the application for Emergency Medical Dispatch Verification. They will be required to upload a letter from a supervisor stating they are current with their CPR and EMD trainings, and they will also need to upload a 2x2 passport style photo.

07.02.8 EFD AND IAED EMD ~~AND EFD~~ CERTIFICATION

To meet the requirements for EFD, an employee must attend an agency specific EFD course and pass the written exam at the conclusion of the course.If the employee does not pass the written exam, any fees incurred to retest will be the employee's responsibility.

To meet the requirements for EMD, an employee must attend an EMD course ~~and an EFD~~ course through IAED and pass the written exam at the conclusion of the ~~both~~ course~~s~~. If an employee does not pass the ~~either~~ written exam the first time, they may retake the test up to two times. Any fees incurred~~,~~ will be the employee's responsibility.

07.02.9 RECERTIFICATION REQUIREMENTS

1. Employees are ultimately responsible for ensuring their certifications are renewed and current. The PDM will send out timely notifications of upcoming renewals.
2. Recertifying in a timely manner saves Central Utah 911 (CU911) money related to late fees.
3. CU911 will provide training opportunities, whenever possible, but if the employee falls short on training hours, they must seek alternate ways to build them. Every employee is responsible to ensure that their minimum required training hours are met.
4. Employees are responsible to attend all mandatory training to obtain required CME and CDE hours for recertification.
5. The employee must provide copies of all recertifications to the PDM in a timely manner.
6. All standard recertification fees will be paid for by CU911. The PDM/PDS will look for opportunities to combine recertifications to save CU911 money.
7. If an employee fails any recertification test, they will be responsible for any additional fees for retesting.

07.02.10 LAPSED CERTIFICATIONS

1. If additional fees are assessed due to lapse in certification, the employee will be responsible for the additional cost.
2. The employee may be subject to discipline, which may include demotion.

Approved 01/10/2019
Revised 01/17/2024

07.04 Training Opportunities

07.04.1 PURPOSE

To establish fair training opportunities for all Dispatchers, Seniors, Supervisors, Trainees and Administrative staff. This ensures that all employees have an opportunity to earn and build Continuing Dispatch Education (CDE) hours and Continual Medical Education (CME) training hours for continued certification and to increase skills and knowledge.

07.04.2 TRAINING

1. In addition to basic certification training, re-certification training and In-Service training provided by Central Utah 911 (CU911), employees may desire to attend outside training to improve their skills, knowledge and build training hours. Such trainings will be made available as scheduling allows during normal work hours or on an employee's day(s) off and at CU911's expense.
2. Training opportunities may be offered according to the Dispatcher's job assignment, incentive or need.
3. Employees may become aware of training opportunities that did not come through CU911. Employees may bring these trainings to the attention of the Performance Development Manager for approval.
4. Employees may attend outside training on their own time and at their own expense. They will submit verification of completed training to the Performance Development Manager, to be added to their training records and additional training hours.

~~4.~~5. Employees that request to attend training must attend the training. If they are unable to attend the training for any reason that is no fault of CU911, they must pay/reimburse CU911 the costs associated due to cancelling.

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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 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 twelve months~~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.

Approved 01/10/2019
Revised 08/28/2024

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11.01 General Guidelines

11.01.1 PURPOSE
This policy provides guidelines for answering telephone calls with an emphasis on prompt answering, courtesy, and professionalism.

11.01.2 PRIORITY
1. Call takers have priority responsibility for answering phone calls, taking 911 calls before non-emergency or administrative calls, using the "Priority Answer" function.
2. Call takers will multi-task as needed to ensure calls are answered quickly.
3. Radio dispatchers will assist in call answering as their radio traffic allows and as detailed in Operations Policy and Procedure "Console Responsibilities".

11.01.3 PROMPT CALL ANSWERING
1. Call takers will attempt to answer calls on the first ring when not already on another call.
2. Call takers will put non-emergency and administrative calls on hold to answer subsequent incoming calls and triage based on seriousness of the situation and strive to, not allow any call to ring longer than three times.
3. Radio dispatchers will not let a telephone call ring more than three rings without answering, as their radio traffic will allow.

11.01.4 GREETINGS
1. 911 calls will be answered as follows: "9-1-1, what is the address of the emergency?" and follow the Standard Operating Procedure for 911 Call Answering Protocol, as the EMD and EFD protocols require.
2. Non-emergency calls will be answered with "Police and Fire Dispatch".

11.01.5 CALLS ON HOLD
1. Non-emergency calls will be put on HOLD for brief periods only. 911 calls should not be placed on hold unless ~~tbe~~the situation is stable and heavy call load prevents constant monitoring.
2. If a non-emergency call must be on hold for more than one minute, connect with the caller to explain the delay.

11.01.6 COURTESY
1. All calls will be answered in a calm and courteous manner.
2. Dispatchers should not become argumentative with callers.
3. Dispatchers are prohibited from making rude or demeaning statements.
4. Dispatchers shall not use profane or vulgar language toward a caller.
5. A dispatcher will not threaten to disconnect from a caller as a way of correcting a caller's behavior. However, if a caller is belligerent and all necessary information on the caller's situation has been obtained and the dispatcher no longer needs the caller on the line, the dispatcher may explain the next steps that will happen with the caller's situation and release the caller from the line.
6. If a caller asks for the call taker/dispatcher's name, the first name or employee number will be given.

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11.01.7 UNCOOPERATIVE CALLERS

1. Use appropriate calming techniques to gain control of the conversation with a hysterical or excited caller.
2. If unable to maintain a professional response with a caller, refer the call to a supervisor.
3. If a caller refuses to reveal their identity, continue to process the call as with any other call. Properly document the refusal and advise the dispatched officer that reporting party name was refused.

11.01.8 RECORDED LINES

1. Telephone lines are recorded and classified as public records and will be included in recording requests or subpoenas for use in court.
2. Utah recording law is a one-party consent state, meaning we are legally allowed to record a conversation if a dispatcher is a party to the conversation or with prior consent from one of the involved parties. If the call is transferred and neither party is aware the call is being recorded, the dispatcher must disconnect from the call or make the callers aware they are still on the line with them.

13.02 Burn Line

13.02.1 PURPOSE

1. To establish dispatch role in the Utah County burn line operations. It is the dayshift supervisor's responsibility to assign a dispatcher to make the daily Utah County burn line recording.

~~**13.02.2 POLICY**~~

1. ~~It is the dayshift supervisor's responsibility to assign a dispatcher to make the daily Utah County burn line recording.~~
2. ~~To give out the correct air quality status, the dispatcher must go to the website for the National Weather Service and check the clearing index for AIRSHED 8. General burning is only allowed when the index is 500 or above.~~
3. ~~The website URL is https://www.weather.gov/slc/ClearingIndex~~
4. ~~Agricultural burns are not subject to the "No Burn Day" restrictions~~
5. ~~Those authorized for open burns should call 801-851-BURN (801-851-2876) and leave a message on the recording with the date, time and location of their open burn. The fire marshal's office maintains a web link showing the location of burns in the county.~~

13.02.2~~3~~ DISPATCH RESPONSIBILITIES~~PLACING OR UPDATING THE RECORDED MESSAGE ON THE BURN LINE~~

1. **Record the burn line greeting before 8:00AM**
2. **Saturday and Sunday – check for messages left on the burn line approximately 3 times a day**
3. **Check for burn permits whenever there is a report of a brush fire**

1. ~~Call the burn line number located in the Special Instructions (SI) File "SI BURN LINE". At the prompt for the mailbox number dial 2876#. At the prompt for the password dial 2468#.~~
2. ~~Press 3 to enter the greeting system. Press 1 three times to clear the previous day's recording and place a new message into the system.~~
3. ~~Record the standardized recorded message appropriate for the index level indicated by the air quality. These messages are in the CAD SI file for "BURN LINE" and are to be read verbatim.~~
4. ~~Once satisfied with the message, wait two (2) seconds and then press # to send the recording to the system.~~
5. ~~If not satisfied with the message press 3 and re-record the message, pressing # when finished.~~

13.02.3~~4~~ GRASS FIRE/BURN REPORTS

1. If we receive a report of a grass fire from a citizen, the proper fire units for the area shall be sent. While units are responding, dispatchers should check the fire marshal's web link to see if the location has a reported open burn.
2. On red flag days when no burning is allowed, the county fire marshal shall notify dispatch so we can send appropriate responders on any reported burns.

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Approved 06/08/2023
Revised

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13.07 Working Fire Notifications

13.07.1 PURPOSE
To establish a set list of departments to be notified on working fires in order to streamline communications and the handling of the situation.

13.07.2 ~~NOTIFICATIONS~~ DETERMINING WORKING FIRE

~~1. When notified by an Incident Commander that a situation has been deemed a "working fire" or a "working incident," the dispatcher will:~~

- When notified by an Incident Commander that a situation has been deemed a "working fire" or a "working incident," the dispatcher will start notifications automatically. If those words aren't said, but an active structure fire is confirmed, dispatch should confirm that IC wants to start a WFN.
  a. Secure the channel for ~~use on~~ the working fire incident. ~~,~~ S~~s~~hunt other calls which may be on the channel to another fire channel and direct all future incidents to the new fire channel. ~~as well.~~
  b. Start 5-minute notifications if not started at the time of call.
    i. The dispatcher will use two timers. An elapsed time, based on the time the call was started in the CAD. And an on-scene time, based on when the first unit arrives on scene.
    ii. The dispatcher will give the incident commander both the elapsed and on-scene time, starting 5 minutes after the 5-minute notifications are requested.

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~~a.~~ **13.07.3 WORKING FIRE NOTIFICATIONS (WFN)**

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b. 1. The fire channel dispatcher will ~~then~~ use ISpy to send a notification to the agency and surrounding fire departments.

2. If a structure fire, the dispatcher will make the following utility notifications:
   a. Notify the power company to respond to the location of the fire.
   b. Notify the gas company to respond to the location of the fire if the structure has a gas connection.
   c. Notify the appropriate water company for the location.
   ~~d. Notify fire department administration. Currently, only four agencies require phone notification to the fire chief: Lehi Fire, American Fork, Genola, and Goshen~~.

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3. Contact the Incident Commander to determine if notification should be made to the health department, building inspector or other needed resources.

13.11 Fire Call Processing

13.11.1 PURPOSE

This policy provides guidelines for dispatchers to use when processing fire calls. All dispatchers will use the fire protocol system approved by Central Utah 911 (CU911) on every fire call received.

13.11.2 PROTOCOL USE

1. Call answering protocol will be used on every call according to the 911 Call Answering Protocol.
2. Upon selecting the correct fire nature code, all appropriate call interrogation questions should be asked.
   a. If during interrogation more information becomes available that would be better handled with on a different protocol, the dispatcher will switch to that protocol and continue interrogation.
   b. If a new nature is determined during interrogation that would change the response, the dispatcher should change the nature on Spillman and advise the fire dispatcher so the proper units can be sent.
3. After all appropriate questions on the protocols have been asked, all appropriate pre-arrival instructions should be given to the caller.

13.11.3 KEEPING THE CALLER ON THE LINE

1. If the situation seems unstable (child caller, caller is trapped, scene safety etc.) the call taker should stay on the line with the caller until responders arrive.
2. The call taker may disconnect with the caller for the following reasons:
   a. The situation seems stable, and the caller is not in danger.
   b. Emergency activity in the dispatch center demands the call taker’s attention.
   c. Responders arrive on scene.
   d. Staying on the phone would put the caller in danger.

18.05 On-Call Shifts

18.05.1 PURPOSE

To ensure proper staffing on the dispatch floor an on-call process will be used. Dispatchers shall be scheduled for on-call days to help cover in the event of an emergency, sick call or other staffing needs.

18.05.2 ON-CALL PROCEDURES

1. Each supervisor will work with their teams to spread on-call shifts as fairly as possible. If a dispatcher prefers a specific day to be on-call or for a specific day to avoid being on-call, the dispatcher should let the supervisor know before the on-call time has been assigned.
2. Supervisors should post on-call assignments well in advance so the dispatchers can make arrangements to cover the shift.
3. During shift change, on-call dates and times will need to be coordinated between the shift supervisor and their teams so there is adequate coverage during the transition.
4. If issues come up that prevents a dispatcher from fulfilling an on-call day, the dispatcher should trade their on-call day with another dispatcher.
5. On-call assignments and on call trades should be noted by the supervisors and updated in the scheduling software.
6. If an on-call dispatcher realizes they are sick and cannot fulfill an on-call assignment, the dispatcher shall call in and notify the shift supervisor as soon as they determine they cannot cover. The dispatcher should not wait until they are contacted to come in for an on-call assignment before giving notice they are sick.
7. A doctor's note shall be required if an on-call dispatcher cannot come in when needed. Calling in sick for on-call time may also result in extra on-call hours being assigned. If sick when called in for on-call, the incident will be noted. Being sick for more than one on-call shift in a rolling calendar year may expose the employee to escalating discipline.
8. Consecutive on-call days should be avoided unless specifically requested by the dispatcher or if there are no other options for equal distribution for on-call time due to vacation bid time off or other leave requests.

18.05.3 BEING CALLED IN

1. After determining the on-call person is required to help staff the dispatch floor, a message will be sent out to all dispatchers via email or smart phone texting asking for volunteers to cover first. This allows the on-call person to remain available should additional coverage be needed. If there are no volunteers within a reasonable time frame, the supervisor or acting supervisor will call the on-call person assigned for the time frame to be covered. If direct contact can't be made, a voice mail message will be left. An additional message by smart phone text may also be sent. Text and/or voicemail will count as notification.~~The on-call person must call back within 30 minutes of supervisor notification.~~
2. The on-call person shall respond to the dispatch center within two hours of when they are notified they are needed.
3. Based on the staffing guidelines for the day and time, the on-call person may be required to stay for the entirety of a shift and should plan on working the entire shift. Length of time required to stay will be based on time of day, workload and supervisor's discretion.
4. It is the supervisor's discretion and based on staffing guidelines whether to call in the on-call person based on time of day, workload, or anticipated workload and standard staffing requirements for sick calls or shortages.

18.05.4 COMPENSATION

For every twelve-hour shift assigned, the dispatcher will receive one hour of pay at their normal rate and indicate on-call hours on their time sheet. If called in to work, normal overtime rules for compensation will apply.