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.**
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> **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.**

Terry Ficklin
Approval Signature – Chairman Terry Ficklin

10/10/2024
Date