Location: 3047 N. 400 W. Spanish Fork, UT 84660
Date: December 12, 2024
Time: 9:00 a.m.

Board of Directors

I. Call to order: Terry Ficklin, Chairman

II. Consent Calendar: Terry Ficklin Chairman
- a) Meeting Minutes – November 2024
- b) Warrant Register - November 2024

III. Business and Action Items:
- a) CommsCoach software – Executive Director, Heidi Healy

IV. Policy Approval
- a) 3.04 Part-Time Dispatcher, revised – Executive Director, Heidi Healy
- b) 13.07 Working Fire Notifications, revised – Operation Manager, Noreen Stone
- c) 18.09 Shift Length and Rest Periods, revised – Operations Manager, Tricia Breinholt

V. Operations Chair Report: Chief Eddie Hales

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

VII. Open Forum
Next Meeting: January 9, 2025

Attendance in person or
ZOOM Meeting

BOARD OF DIRECTORS
Meeting Minutes
Thursday, November 14, 2024
Central Utah 911 Dispatch
3047 N 400 W
Spanish Fork, UT

Members in Attendance:
Shane Sorensen, Alpine City, via Zoom
Ernie John, American Fork City, Vice-Chairman
Bob Morgan, Town of Cedar Hills, via Zoom
Hollie McKinney, Town of Fairfield, via Zoom
JC Reynolds, Town of Goshen, via Zoom
Brittney Bills, Highland City, via Zoom
Marvin Kenison, Juab County, via Zoom
Scott DaBell, Lehi City, via Zoom
Seth Atkinson, Nephi City
Scott Spencer, Payson City, via Zoom
Terry Ficklin, Salem City, Chairman
Seth Perrins, Spanish Fork City, via Zoom
Dorel Kynaston, Woodland Hills, via Zoom
Eric Ellis, Vineyard City, via Zoom
Julie Fullmer, Vineyard City, alternate, via Zoom

Absent Members:
David Gustin, Town of Cedar Fort
Jeff Weber, Eagle Mountain City
Jared Peterson, Elk Ridge City
William McMullin, Town of Genola
Todd Williams, Pleasant Grove
Norm Beagley, Santaquin City
Mark Christensen, City of Saratoga Springs
Mike Smith, Utah County

Others in Attendance:
Vaughn Pickell, Central Utah 911, Legal Representative
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
Logan Durrans – Central Utah 911, IT Specialist
Suzee Anderson, Central Utah 911, Business Manager

Call to Order
Terry Ficklin called the meeting to order at 9:00 a.m.

Consent Calendar
Terry Ficklin recalled each item in the consent calendar and asked for a motion. **Shane Sorensen** suggested putting in a clarification regarding the white paper minutes.

> **Shane Sorensen made a motion to approve the consent calendar with the change indicating the white letter pertaining to the transfer audit.**
> **Dorel Kynaston seconded the motion, and the motion passed unanimously.**
>
> **Seth Perrins joined the meeting at 9:02 a.m.**
> **Robert Morgan joined the meeting at 9:04 a.m.**

Business and Action Items
L3H Radio Update
Director Healy shared information regarding the upcoming radio cutover, citing issues with the centers that had already cut over, including problems with the activation of emergency buttons and delays in volumes. Also mentioned that there were concerns about the setup of each console and the potential challenges of having two different systems working together. **Dorel Kynaston** questioned whether the delay would happen on both ends of the radio. **Ernie John** suggested testing the system and possibly involving an officer to test the direct dispatcher. **Director Healy** acknowledged the suggestion, stating a lot of testing will happen and she was hoping for a smooth transition.

FY2024 Audit Report
Director Healy discussed a recent meeting with Federal engineering regarding a transfer audit required by a State statute. The Federal Engineering team was pleased with the progress and the support received from the Board of Directors. **Director Healy** also mentioned a draft white paper was provided to the engineering team.

White Paper
Director Healy reported there were some challenges due to the unavailability of Ivan Whitaker, the new director of VECC, for a face-to-face meeting. **Seth Perrins** expressed the need to get the other two big agencies in Salt Lake on board and suggested calling them sooner than later to address any potential opposition. **Director Healy** expressed a preference for modifying the statute to eliminate the penalty for DPS transfers, while still considering the importance of the CAD-to-CAD system. **Seth Perrins** also discussed the potential use of grant money for future investments but expressed caution on planning on the grant money. **Ernie John** raised the question of when to start contacting local state representatives with the white paper, and it was suggested to do so within the next 15 days. **Ernie John** also mentioned a conversation with Representative Christopherson about the state's push for consolidating dispatch centers. **Seth Perrins** is wanting to meet with Senator Harper soon.

> **Holly McKiunney joined the meeting at 9:16 a.m.**
> **Scott Spencer joined the meeting at 9:18 a.m.**

Policies
4.11 Personnel Complaint Investigation
Vaughn made key edits to the personnel complaint investigations policy. Vaughn suggested changing "less than 3 days" to "2 or fewer" for suspensions and removing the clause about one-sided recordings.

Ernie Johns made a motion to approve policy 4.11 with Vaughn's edits.
Seth Perrins seconded the motion, and the motion passed unanimously.

7.01 Communications Training and Evaluation Program
Director Healy discussed this policy about training budget accountability, with a focus on handling last-minute cancellations. **Scott DaBell** questioned the subjective nature of the policy, and **Ernie John** suggested it allows for consideration of extenuating circumstances.

Seth Atkinson made a motion to approve policy 7.01.
Doryl Kynaston seconded the motion, and the motion passed unanimously.

Operations Board
Chief Eddie Hales, chairman of the Operation Board, was excused from the meeting. **Director Healy** and **Noreen Stone** discussed a new rapid response nature code for a pilot program by Intermountain Healthcare where eligible patients can receive hospital-level care at home. Paramedics will be dispatched to provide care and administer medications under the guidance of a telehealth nurse or doctor. If the patient's condition worsens, an ambulance will be requested for transport. This program aims to provide convenient care for patients and may become a statewide practice. The fire department needed to create a new nature code to accommodate this process within their protocols.

Director's Report
Director Heidi Healy mentioned the implementation of fire protocols, which have been well-received so far. Central Utah 911 is in the process of hiring new staff, with 18 candidates interviewed and 4 expected to be hired. Additionally, two lateral hires are starting on Monday. Lastly, Director Healy, Tricia, and Micah attended a day-long event called Innovations. **Director Healy** discussed the potential implementation of a QA software called CommsCoach, which uses AI technology. The software aims to streamline the QA process, which is currently time-consuming for training and QA teams. She expressed interest in setting up a demo for the admin team and the QA people to assess its effectiveness. The software could potentially save time and costs compared to hiring more employees. **Seth Atkinson** mentioned a recent conference with the city manager group, where AI tools were a significant focus. **Director Healy** praised the recent active shooter training with Captain Wayne Freeman. April Robbins set the training up and hopes to do another 2-day course in the future which would involve law enforcement. Central Utah 911 is hiring for a supervisor position. It has been posted outside of the agency, too. The job closes on November 20, 2024.

Open Forum

Adjourn
Next Meeting: December 12, 2024.

Seth Perrins made a motion to adjourn.

Ernie Johns seconded the motion, and the meeting adjourned at 9:32 a.m.

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Approval Signature – Chairman Terry Ficklin Date

Central Utah 911
Invoice Register: 11/1/2024 to 11/30/2024 - All Invoices

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
67L0XR	ANDERSON, SUZEE	11563	11/5/2024	11/5/2024	$413.12			
					413.12	911310.01.911	Dispatcher CME/In-service trng	Rental Car for Wayne Freeman
287311399106X1	AT&T MOBILITY	11600	11/20/2024	11/20/2024	$139.92			
					139.92	911440.06.911	Cell phones	Cell Phone
11.25.2024 Meals	Berghout, Brianna	11601	11/25/2024	11/25/2024	$40.00			
					40.00	911150.06.911	Meals - at training	Meals - Ride Along
Ride Along 11.26.	Berghout, Brianna	11601	11/27/2024	11/27/2024	$174.20			
					174.20	911150.01.911	Mileage	Ride Along - North / Canyons
	Vendor Total:				**$214.20**			
PR110824-465	Child Support Services	11569	11/14/2024	11/14/2024	$502.62			
					502.62	9112236	Child Support Payable	Child Support
PR112224-465	Child Support Services	11587	11/27/2024	11/27/2024	$502.62			
					502.62	9112236	Child Support Payable	Child Support
	Vendor Total:				**$1,005.24**			
2024080960	Cyracom	11602	11/30/2024	11/30/2024	$941.85			
					941.85	911240.04.911	Language Line	Interpertation Services
25113170746044	Department of Govenment Operations	11603	11/11/2024	11/11/2024	$2,190.17			
					52.15	911220.01.911	General office supplies	Popcorn
					32.00	911220.05.911	Postage	Postage
					100.00	911260.04.911	Employee recognitions	Gift Certificate
					56.44	911260.04.911	Employee recognitions	Flowers for Roy
					60.00	911260.04.911	Employee recognitions	Flowers for Janine
					71.85	911310.05.911	Professional development traini	Mute Switches
					163.00	911310.05.911	Professional development traini	Active Shooter
					55.94	911310.05.911	Professional development traini	Active Shooter
					422.26	911310.05.911	Professional development traini	Active Shooter
					19.00	911310.07.911	Public education supplies	Stickers
					-1.42	911310.07.911	Public education supplies	Stickers
					425.00	911320.02.911	IAEMD Certs/Recerts	EMD - Kyla
					175.00	911320.05.911	Trainers course (CTO, recerts, e	CTO
					95.99	911410.02.911	Computer peripheral/tools/acces	UPS Batteries
					15.00	911420.13.911	HR LMS	Forms
					13.99	911510.01.911	Work area health/sanitization su	Clorox Spray
					117.28	911520.01.911	Building maintenance supplies	Batteries
					119.97	911520.02.911	Janitorial services and supplies	Janitorial Supplies
					161.14	911520.02.911	Janitorial services and supplies	Janitorial Supplies
					35.58	911520.02.911	Janitorial services and supplies	Filter
189401292 - Fina	Desert Rock Capital	11588	11/26/2024	11/26/2024	$440.04			
					440.04	9112232	Garnishments payable	189401292
189401292 - Part	Desert Rock Capital	11570	11/14/2024	11/14/2024	$507.01			
					507.01	9112232	Garnishments payable	Garnishment
	Vendor Total:				**$947.05**			
1641151	Equitable Financial Life Insurance Com	11589	11/26/2024	11/26/2024	($126.73)			
					-126.73	9112225	Employee life ins payable	Adjustments
PR110824-581	Equitable Financial Life Insurance Com	11589	11/14/2024	11/14/2024	$755.55			
					755.55	9112225	Employee life ins payable	Elective Life Insurance
PR112224-581	Equitable Financial Life Insurance Com	11589	11/27/2024	11/27/2024	$1,919.66			
					219.30	9112225	Employee life ins payable	Basic Life & AD&D Insurance
					909.29	9112225	Employee life ins payable	Long Term Disability
					35.52	9112225	Employee life ins payable	Dependent Life Insurance

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
					755.55	9112225	Employee life ins payable	Elective Life Insurance
	Vendor Total:				**$2,548.48**			
2024-4-2593	Federal Engineering, Inc.	11582	11/15/2024	11/15/2024	$13,190.00			
PO# 10555					13,190.00	911740.06.911	Facility	911 Transfer Audit - Federal Eng
PR110824-446	Health Equity	EFT	11/14/2024	11/14/2024	$6,203.81			
					709.22	9112230	HSA payable	HSA Single - July Benefit
					5,494.59	9112230	HSA payable	HSA Family - July Benefit
PR112224-446	Health Equity	EFT	11/27/2024	11/27/2024	$6,203.81			
					709.22	9112230	HSA payable	HSA Single - July Benefit
					5,494.59	9112230	HSA payable	HSA Family - July Benefit
	Vendor Total:				**$12,407.62**			
Anjanelle	ICMA 401A	EFT	11/27/2024	11/27/2024	$59.63			
					59.63	9112224	Retirement payable	Anjanelle Redford Loan Payoff
Anjanelle Loan P	ICMA 401A	EFT	11/14/2024	11/14/2024	($59.63)			
					-59.63	9112224	Retirement payable	Anjanelle Redford Loan Payoff
PR110824-448	ICMA 401A	EFT	11/14/2024	11/14/2024	$10,762.77			
					8,183.92	9112224	Retirement payable	401A ICMA
					2,578.85	9112224	Retirement payable	401A Loan ICMA
PR112224-448	ICMA 401A	EFT	11/27/2024	11/27/2024	$12,500.79			
					10,041.20	9112224	Retirement payable	401A ICMA
					2,459.59	9112224	Retirement payable	401A Loan ICMA
	Vendor Total:				**$23,263.56**			
Adjustment Dani	ICMA 457	EFT	11/14/2024	11/14/2024	$203.47			
					203.47	9112224	Retirement payable	Danielle Andreasen Adjustment
PR110824-449	ICMA 457	EFT	11/14/2024	11/14/2024	$11,768.07			
					9,207.55	9112224	Retirement payable	457 ICMA
					2,560.52	9112224	Retirement payable	457 Loan ICMA
PR112224-449	ICMA 457	EFT	11/27/2024	11/27/2024	$14,238.82			
					11,474.83	9112224	Retirement payable	457 ICMA
					2,763.99	9112224	Retirement payable	457 Loan ICMA
	Vendor Total:				**$26,210.36**			
SP3559811	INTERMOUNTAIN WORKMED	11572	11/1/2024	11/1/2024	$93.00			
					63.00	911240.05.911	Drug Screening	Drug Screen
					30.00	911240.07.911	Audiometry Tests	Audiometry
PR110824-444	IRS Tax Deposit	EFT	11/14/2024	11/14/2024	$18,312.76			
					4,602.88	9112221	Federal taxes payable	Medicare Tax
					13,709.88	9112221	Federal taxes payable	Federal Income Tax
PR112224-444	IRS Tax Deposit	EFT	11/27/2024	11/27/2024	$20,689.91			
					5,733.78	9112221	Federal taxes payable	Medicare Tax
					14,956.13	9112221	Federal taxes payable	Federal Income Tax
	Vendor Total:				**$39,002.67**			
347714	JAN PRO	11590	11/26/2024	11/26/2024	$1,396.00			
					1,396.00	911520.02.911	Janitorial services and supplies	Janitorial Service - December 20
11.14.2024 Peer	Luke, Kirstin	11574	11/14/2024	11/14/2024	$243.58			
					243.58	911220.01.911	General office supplies	Mileage
83740844	MetLife	11592	11/26/2024	11/26/2024	$251.51			
					251.51	9112227	Dental ins payable	Adjustments
PR110824-684	MetLife	11592	11/14/2024	11/14/2024	$2,624.18			
					840.40	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
					124.92	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P
					26.67	9112228	Visions ins payale	Vision Ins Single
					32.04	9112228	Visions ins payale	Vision Ins Two Party
					218.96	9112228	Visions ins payale	Vision Ins Family
					438.35	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					176.97	9112233	Guardian payable	MetLife Accident - Low
					420.51	9112233	Guardian payable	MetLife Accident - High
					345.36	9112233	Guardian payable	MetLife Pre Tax Critical Illness
PR112224-684	MetLife	11592	11/27/2024	11/27/2024	$3,932.15			
					391.68	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P
					1,433.20	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					444.60	9112227	Dental ins payable	Dental Ins Pre Tax Single-Plat
					30.48	9112228	Visions ins payale	Vision Ins Single
					218.96	9112228	Visions ins payale	Vision Ins Family
					32.04	9112228	Visions ins payale	Vision Ins Two Party
					438.35	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					176.97	9112233	Guardian payable	MetLife Accident - Low
					420.51	9112233	Guardian payable	MetLife Accident - High
					345.36	9112233	Guardian payable	MetLife Pre Tax Critical Illness
	Vendor Total:				**$6,807.84**			
Adjustment 11.14	MLC	X999	11/14/2024	11/14/2024	($1,002.34)			
					-1,002.34	9112232	Garnishments payable	Correction
Adjustment 11.27	MLC	x999	11/27/2024	11/27/2024	($1,492.81)			
					-1,492.81	9112232	Garnishments payable	Garnishment
PR110824-708	MLC	X999	11/14/2024	11/14/2024	$1,002.34			
					1,002.34	9112232	Garnishments payable	Garnishment
PR112224-708	MLC	x999	11/27/2024	11/27/2024	$1,492.81			
					1,492.81	9112232	Garnishments payable	Garnishment
	Vendor Total:				**$0.00**			
24-8965	MOPA, LLC	11593	11/20/2024	11/20/2024	$222.86			
					222.86	911410.02.911	Computer peripheral/tools/acces	Firepaging Connections
11.14.2024 - Lehi	Nielsen, Brooke	11583	11/14/2024	11/14/2024	$30.15			
					30.15	911150.01.911	Mileage	Mileage
44361	NLE	11575	11/7/2024	11/7/2024	$429.00			
PO# 10556					390.00	911740.04.911	Information technology	FortiAP-231G Indoor Wireless A
					39.00	911740.04.911	Information technology	FortiAP-231G 1 year forticare
0124117596	PEHP	11595	11/26/2024	11/26/2024	($668.94)			
					-668.94	9112226	Health ins payable	Chance Chipman
PR110824-558	PEHP	11595	11/14/2024	11/14/2024	$429.88			
					125.16	9112226	Health ins payable	Traditional Insurance - Single
					129.52	9112226	Health ins payable	Traditional Insurance - Double
					175.20	9112226	Health ins payable	Traditional Insurance - Family
PR112224-558	PEHP	11595	11/27/2024	11/27/2024	$60,463.40			
					3,959.76	9112226	Health ins payable	Traditional Insurance - Double
					4,244.52	9112226	Health ins payable	HDHP - Single Plan
					37,351.60	9112226	Health ins payable	HDHP - Family Plan
					2,550.60	9112226	Health ins payable	Traditional Insurance - Single
					8,786.12	9112226	Health ins payable	HDHP - Double
					3,570.80	9112226	Health ins payable	Traditional Insurance - Family
	Vendor Total:				**$60,224.34**			
SIN388023	PRIORITY DISPATCH CORPORATION	11576	11/7/2024	11/7/2024	$850.00			
					850.00	911320.02.911	IAEMD Certs/Recerts	EMD

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
123629	Robbins, April M.	11566	11/5/2024	11/5/2024	$39.72			
					39.72	911310.01.911	Dispatcher CME/In-service trng	Thank you - Wayne Freeman
12615453	Spectrotel	11578	11/1/2024	11/1/2024	$951.01			
					951.01	911440.01.911	911 phones (selective router, N	Acct# 467942
6066	The Partridge Group	11584	11/18/2024	11/18/2024	$852.00			
					852.00	911240.06.911	Pre-Employment Psychological	B Berghout / K Lefler
42	UTAH APCO CHAPTER	11579	11/7/2024	11/7/2024	$420.00			
					420.00	911310.08.911	Conference registrations	APCO Fall Conference
61986	UTAH COUNTY AUDITOR	11567	11/4/2024	11/4/2024	$750.25			
					750.25	911440.07.911	Fiber connectivity	Fiber - November 2024
62084	UTAH COUNTY AUDITOR	11607	11/14/2024	11/14/2024	$1,539.13			
					1,539.13	911540.01.911	Electricity	Electrical Usage - November 20
	Vendor Total:				**$2,289.38**			
1616803	UTAH LOCAL GOVERNMENTS TRUST	EFT	11/1/2024	11/1/2024	$418.50			
					418.50	911110.03.911	Employee benefits	Workers Comp - November
PR110824-151	UTAH RETIREMENT SYSTEMS	EFT	11/14/2024	11/14/2024	$26,179.34			
					23,780.16	9112224	Retirement payable	State Retirement URS
					2,195.52	9112224	Retirement payable	401k URS
					203.66	9112224	Retirement payable	401K Loan URS
PR112224-151	UTAH RETIREMENT SYSTEMS	EFT	11/27/2024	11/27/2024	$31,993.16			
					29,083.90	9112224	Retirement payable	State Retirement URS
					2,705.60	9112224	Retirement payable	401k URS
					203.66	9112224	Retirement payable	401K Loan URS
	Vendor Total:				**$58,172.50**			
208154624 - Fina	Utah State Tax Commission	11597	11/26/2024	11/26/2024	$1,052.77			
					1,052.77	9112232	Garnishments payable	208154624
208154624 - Part	Utah State Tax Commission	11580	11/14/2024	11/14/2024	$1,051.69			
					1,051.69	9112232	Garnishments payable	Garnishment
PR110824-445	Utah State Tax Commission	11597	11/14/2024	11/14/2024	$5,752.64			
					5,752.64	9112223	State taxes payable	State Income Tax
PR112224-445	Utah State Tax Commission	11597	11/27/2024	11/27/2024	$5,943.39			
					5,943.39	9112223	State taxes payable	State Income Tax
	Vendor Total:				**$13,800.49**			
CIV202411-0001	Utopia Fiber	11568	11/5/2024	11/5/2024	$588.00			
					588.00	911440.08.911	Internet	Internet
PR110824-456	VASA Fitness	11598	11/14/2024	11/14/2024	$34.00			
					34.00	9112234	Golds Gym Member payable	Gym Membership
PR112224-456	VASA Fitness	11598	11/27/2024	11/27/2024	$34.00			
					34.00	9112234	Golds Gym Member payable	Gym Membership
	Vendor Total:				**$68.00**			
1118	VEST, Inc.	11586	11/15/2024	11/15/2024	$975.00			
					975.00	911110.03.911	Employee benefits	Clinician Check in
		Total:			**$271,345.61**			

GL Account Summary

Amount	Account No.	Account Name
1,393.50	911110.03.911	Employee benefits
204.35	911150.01.911	Mileage
40.00	911150.06.911	Meals - at training
295.73	911220.01.911	General office supplies
32.00	911220.05.911	Postage

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
					39,002.67	9112221	Federal taxes payable	
					11,696.03	9112223	State taxes payable	
					107,646.42	9112224	Retirement payable	
					2,548.48	9112225	Employee life ins payable	
					60,224.34	9112226	Health ins payable	
					3,486.31	9112227	Dental ins payable	
					559.15	9112228	Visions ins payale	
					12,407.62	9112230	HSA payable	
					3,051.51	9112232	Garnishments payable	
					2,762.38	9112233	Guardian payable	
					68.00	9112234	Golds Gym Member payable	
					1,005.24	9112236	Child Support Payable	
					941.85	911240.04.911	Language Line	
					63.00	911240.05.911	Drug Screening	
					852.00	911240.06.911	Pre-Employment Psychological	
					30.00	911240.07.911	Audiometry Tests	
					216.44	911260.04.911	Employee recognitions	
					452.84	911310.01.911	Dispatcher CME/In-service trng	
					713.05	911310.05.911	Professional development traini	
					17.58	911310.07.911	Public education supplies	
					420.00	911310.08.911	Conference registrations	
					1,275.00	911320.02.911	IAEMD Certs/Recerts	
					175.00	911320.05.911	Trainers course (CTO, recerts, e	
					318.85	911410.02.911	Computer peripheral/tools/acces	
					15.00	911420.13.911	HR LMS	
					951.01	911440.01.911	911 phones (selective router, N	
					139.92	911440.06.911	Cell phones	
					750.25	911440.07.911	Fiber connectivity	
					588.00	911440.08.911	Internet	
					13.99	911510.01.911	Work area health/sanitization su	
					117.28	911520.01.911	Building maintenance supplies	
					1,712.69	911520.02.911	Janitorial services and supplies	
					1,539.13	911540.01.911	Electricity	
					429.00	911740.04.911	Information technology	
					13,190.00	911740.06.911	Facility	
					271,345.61		**Total**	
					$271,345.61		**GL Account Summary Total**	

03.04 Part-Time Dispatcher

03.04.1 PURPOSE

Part-time positions may be provided to assist the organization when reasonable and practical to do so and where operational needs will not be adversely affected. Part-time dispatchers allow full-time dispatchers to request time off for personal needs or attend training, and to ensure proper staffing due to vacancies.

03.04.2 POLICY

Part-time dispatchers will be scheduled in advance for shifts based on staffing vacancies, and pre-approved vacation and medical leave requests. Other assignments are short notice requests for sick leave and/or for events requiring added staffing on short notice.

03.04.3 EXPECTATIONS

1. Part-time positions are available at the discretion of the executive director and are not guaranteed if staffing needs are such where dispatcher is needed full time. These positions will be evaluated yearly in conjunction with the annual budget.
2. Only ~~experienced dispatchers~~fully-trained dispatchers with a 2 year history of good work ethic are allowed to work in a part-time capacity. Part-time Lateral Dispatchers will be considered with comparable knowledge and at the discretion of the Executive Director.
3. Part-time positions will be considered for Dispatcher II or below. Seniors, Supervisors, and managers are not permitted to work part-time.
4. Part-time dispatchers will fulfill the expectations as outlined, without reminder or follow-up action.
5. When a dispatcher does not maintain the minimum standards for part-time employment, progressive disciplinary steps will be taken.
6. At a minimum, adherence to these guidelines will be reviewed quarterly and any areas of non-compliance will be addressed.
7. The dispatchers must complete and submit time sheets on time in accordance with policy.
8. Part-time dispatchers are expected to work 24 hours per month to maintain skills and knowledge to fulfill staffing requirements.
9. Part-time dispatchers will be assigned a schedule in accordance with the center's needs the schedule will be provided to the dispatchers no less than 1 week prior to the shift and shall be provided as soon as applicable.
10. At a minimum, part-time dispatchers are expected to work a minimum of 24 hours per month (equal to two full shifts). Dispatchers may not consistently work more than 30 hours weekly.
11. Part-time dispatchers will be assigned on-call days equal to those working full time and are expected to respond to work when notified. See on-call policy for additional expectations.
12. Part-time dispatchers are expected to contact the on-duty supervisor, manager or designee when a short notice for coverage is sent out to provide their availability for the shift.
13. Part-time dispatchers will return calls when messages are left for them to advise whether they can accept the shift or not.
14. Part-time dispatchers will be assigned to work at least 6 hours on two (2) of the following holidays or events per year:
    a. New Years
    b. Easter weekend
    c. Fourth of July

   d. 24th of July
   e. Halloween
   f. Thanksgiving
   g. Christmas Eve
   h. Christmas
   i. Others as outlined by management
15. Dispatchers are required to maintain current certifications in all areas required by the organization. Part-time dispatchers may be responsible for any cost associated for recertification. See the policies related to training and re-certification requirements for further detail.

03.04.4 SCHEDULING

1. Part-time dispatchers will be scheduled for advance notice shifts needing to be filled.
2. The schedule may or may not meet the hour requirements that part-time dispatchers must work, dependent on the shifts available at the time of scheduling, but will not exceed the allowable hours for part-time schedules. When shifts are available in the scheduling software, the dispatcher will make contact with the supervisor, manager or designee to determine if additional shifts can be accepted.
3. Aside from advance notice scheduled shifts, part-time dispatchers should watch schedules for any shifts that become available, and respond to short-notice messages requesting help for coverage.
4. It is the part-time dispatcher's responsibility to fulfill and sign up for shifts to meet the minimum work hours required. All part-time dispatchers, even those working other jobs, can work more than the minimum required hours, as long as the total hours worked do not exceed an average of 30 hours per week.

NOTE: The exception to meeting the minimum average hours is if staffing and leave requests do not provide enough hours to meet those expectations.

03.04.5 BENEFITS

Part time positions are non-benefited positions and as such are not eligible for those benefits offered by the organization.

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 by either a responder's report of smoke or flames, dispatch will start working fire notifications.~~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.

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

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 and~~,~~ American Fork.~~, Genola, and Goshen~~.
3. Contact the Incident Commander to determine if notification should be made to the health department, building inspector or other needed resources.

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Approved 08/10/2023

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18.09 Shift Length and Rest Periods

18.09.1 PURPOSE

To ensure employees have adequate rest periods in between shifts and to limit the length of shifts.

18.09.2 WORK HOURS

1. No employee is allowed to work more than 15 hours in a 24-hour period.
2. An employee must have at least an eight-hour break between work periods of 3 hours or more, unless approved by an Operations Manager.
3. If an employee trades a shift or shift rotation that prevents adequate rest between work periods, the trading employee must make the shift adjustments, so the trade does not violate the hours worked or required rest periods.
4. When an employee is assigned to a schedule by administration that doesn't meet the rest period requirement, their schedule will be adjusted by administration to accommodate the change and allow adequate rest.
5. While there is no maximum number of shifts that can be worked in a week or month, employees are encouraged to manage their schedules to prevent excessive fatigue.