



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.

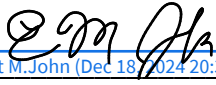
Open Forum

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.


Ernest M. John (Dec 18, 2024 20:39 MST)

Approval Signature – Vice-Chairman Ernie John

Dec 18, 2024

Date

Unapproved Meeting Minutes 11.19.2024

Final Audit Report

2024-12-19

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