BOARD OF DIRECTORS
Meeting Minutes
Thursday, December 12, 2024
Central Utah 911 Dispatch
3047 N 400 W
Spanish Fork, UT

Members in Attendance:
Ryan Robinson, Alpine City, via Zoom
Ernie John, American Fork City, Vice-Chairman
Bob Morgan, Town of Cedar Hills, via Zoom
Jeff Weber, Eagle Mountain City
William McMullin, Town of Genola, via Zoom
Brittney Bills, Highland City, via Zoom
Marvin Kenison, Juab County, via Zoom
Scott DaBell, Lehi City, via Zoom
Seth Atkinson, Nephi City, via Zoom
Terry Ficklin, Salem City, Chairman, via Zoom
Seth Perrins, Spanish Fork City, via Zoom
Mark Christensen, City of Saratoga Springs, via Zoom
Dorel Kynaston, Woodland Hills, via Zoom
Eric Ellis, Vineyard City, via Zoom

Absent Members:
Shane Sorensen, Alpine City
David Gustin, Town of Cedar Fort
Jared Peterson, Elk Ridge City
Hollie McKinney, Town of Fairfield
JC Reynolds, Town of Goshen
Scott Spencer, Payson City
Todd Williams, Pleasant Grove
Norm Beagley, Santaquin City
Mike Smith, Utah County

Others in Attendance:
Vaughn Pickell, Central Utah 911, Legal Representative
Chief Eddie Hales, Central Utah 911 Operations Board Chairman
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
Marci Legerski, Central Utah 911, Performance Development Supervisor
April Robbins, Central Utah 911, Performance Development Supervisor
William John, public
Sydney Goodson, public

Call to Order
Ernie John called the meeting to order at 9:00 a.m.

Marvin Kenison and Brittney Bills joined at 9:01 a.m.

Consent Calendar
Ernie John requested a motion on the consent calendar.

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

Mark Christensen joined the meeting at 9:03 a.m.

Business and Action Items
CommsCoach Software
Director Heidi Healy discussed the potential implementation of software called CommsCoach. The software would improve performance and provide valuable feedback to the dispatchers. The software would allow 100% of calls to be reviewed by the Quality Assurance Team. This is a significant improvement from the current 2%. A highlight of purchasing the software would be the avoidance of lawsuits by identifying gaps in training and addressing those gaps. The software is AI driven and over time learns the voices of the dispatchers and responders. Currently, VECC and Weber Dispatch are utilizing the program. If the program is purchased prior to the end of the year, the cost would be $35,000. **Suzee Anderson** relayed It can create training tools from calls, redacting sensitive information and then using the redacted call to train new employees. **Mark Christensen** expressed concerns about data security and the potential for a data breach if sensitive information became public. He emphasized the need for due diligence and the review of the contract by the legal representative. Mark also emphasized concern about implications of using AI for meeting minutes.

JC Reynolds joined the meeting at 9:10 a.m.

Scott DaBell raised questions about insurance costs for data breaches. Currently, Central Utah 911 maintains cyber insurance through Utah Local Government Trust. There is a potential for an increase in cost if the liability of a data breach would fall to Central Utah 911. **Dorel Kynaston** inquired if the price included software updates. **Director Healy** spoke of a potential pre-hiring module to be added within 1 year. This could replace the current use of Criticall software. **Mark Christensen** expressed concerns about being a first implementer of a new system and wants to make sure proper vetting and security protocols are in place prior to moving forward. **Eric Ellis** suggested involving the State privacy officer for review and making the contract contingent on that review. **Seth Perrins** stated he was comfortable proceeding with the purchase if the concerns are addressed. He also stated he is fine paying a higher price later if needed. He agreed with Mark's concerns and offered his city's technical expert to coordinate with Micah Clark regarding security issues. **Micah Clark** expressed his concerns about moving data into the cloud at Central Utah 911 because of security and accessibility issues. **Mark Christensen** expressed the need for secure data handling. **Brittany Bills** inquired if the quote deadline could be extended to address the security questions raised. She also inquired if the software would integrate fully with Central Utah 911's existing systems. **Director Healy** explained that Weber Dispatch shares the same systems as Central Utah 911 and they were able to utilize CommsCoach. **Seth Perrins** agreed to request an extension on the proposal stating that he would like a second touch of the product. **Director Healy** will reach out to the vendor and see what can be done.

Policies

03.04 Part-Time Dispatcher

Director Heidi Healy explained the changes to the would reflect that an employee can go part-time after 2 years of being fully trained versus 2 years after their hire date. **Seth Perrins** inquired if this policy was in place to not lose employees. **Director Healy** stated she would rather keep employees part-time than lose them altogether.

> **Seth Perrins made a motion to approve policy 03.04.**
> **Terry Ficklin seconded the motion, and the motion passed unanimously.**

13.07 Working Fire Notifications

Noreen Stone explained the policy was modified to put in timers. It also removed the requirement that states a chief needed to classify it as a working fire for dispatch to start notifications. If dispatch has enough information, they can start making notifications. During the Operations Board meeting, it was proposed to remove a making a phone call to one agency due to wanting consistency in policy and procedures.

> **William McMullin made a motion to approve policy 13.07.**
> **Seth Atkinson seconded the motion, and the motion passed unanimously.**

18.09 Shift Length and Rest Periods

Tricia Breinholt explained the change would allow employees to attend a short meeting or training and not affect the policy of working over 15 hours in a 24-hour period. **Seth Perrins** inquired if this happens often. **Director Healy** responded it was very infrequent.

> **Seth Perrins made a motion to approve policy 18.09.**
> **Eric Ellis seconded the motion, and the motion passed unanimously.**

Ernie John requested a follow-up on the changes to policy 18.09.

Operations Board

Chief Eddie Hales announced that Matt Johnson will be the new chairman for the Operations Board. He expressed concerns with the ongoing issues with the new radio system, particularly the lack of communication in high-profile areas. He relayed the inability for radios to function in basements, big box stores, schools, and hospitals. He highlighted issues with radio programming and the problem of patching the VHF channel. The impact of these issues on public safety is drastic and UCA is not responsive to the issues. Chief Hales expressed concerns about the performance in Utah County, particularly in areas like American Fork Canyon, Provo Canyon and Spanish Fork Canyon. He stated that current radio problems are impacting tactical decision making. It is causing changes in aggressive public safety responses.

Seth Perrins, Sydney Goodson and Mark Christensen left the meeting at 9:50 a.m.

Ernie John inquired if it was possible to involve state legislators to address the issues. **Seth Atkinson** asked if the issues were a problem with manpower at UCA. **Chief Eddie Hales** stated that it was an infrastructure problem. The areas were not dead prior to the radio cutover. He highlighted the lack of communication during a recent incident where there was no communication available in the basement of an active fire. **Micah Clark** stated that Salem Police were not able to get reception on their radios at their station because it is in the basement of the city offices. **Director Healy** criticized the cost burden put on agencies and businesses to implement the new system and suggested UCA share the costs. **Chief Hales** stated there needed to be legislative action to provide grant money for businesses to install the necessary systems. He discussed the challenges faced by Nebo School District. Currently, there is no communication within the schools. Sharing Wi-Fi passwords was discussed as a possibly solution, however that does not help with the dead zones. **Seth Atkinson and Marvin Kenison** agreed to contact their legislators and push these issues.

Director's Report

Director Heidi Healy mentioned the hiring of two new lateral employees from Metro Communications. She also reported on a recent supervisor hiring. The decision was made to promote two existing staff members and add an additional lateral supervisor. Director Healy reported on the transfer audit draft that was received. There was dissatisfaction among staff members and the draft was sent back to Federal Engineering, suggesting a change in their approach and wording in the audit.

Open Forum

Adjourn

Next Meeting: January 9, 2025.

Terry Ficklin made a motion to adjourn.
Jeff Weber seconded the motion, and the meeting adjourned at 10:08 a.m.

Terry Ficklin
Terry Ficklin (Jan 9, 2025 16:56 MST)

Approval Signature – Chairman Terry Ficklin

Jan 9, 2025

Date

Unapproved Meeting Minutes 12.12.2024

Final Audit Report 2025-01-09

Created:	2025-01-09
By:	SuzAnne Anderson (sanderson@cu911.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAALED3svaDD0hybFHGu85yavFd4fKQ5VLU

"Unapproved Meeting Minutes 12.12.2024" History

Document created by SuzAnne Anderson (sanderson@cu911.org)
2025-01-09 - 11:30:10 PM GMT- IP address: 69.162.243.34

Document emailed to Terry Ficklin (tficklin@suvswd.org) for signature
2025-01-09 - 11:30:25 PM GMT

Email viewed by Terry Ficklin (tficklin@suvswd.org)
2025-01-09 - 11:52:55 PM GMT- IP address: 67.199.162.70

Document e-signed by Terry Ficklin (tficklin@suvswd.org)
Signature Date: 2025-01-09 - 11:56:53 PM GMT - Time Source: server- IP address: 67.199.162.70

Agreement completed.
2025-01-09 - 11:56:53 PM GMT