



🏠 **Location:** 3047 N. 400 W. Spanish Fork, UT
84660
📅 **Date:** June 12, 2025
🕒 **Time:** 0900

Board of Directors

- I. Call to order: Terry Ficklin, Chairman
- II. Consent Calendar: Terry Ficklin Chairman
 - a) Meeting Minutes for May 2025
 - b) Warrant Register for May 2025
- III. Business and Action Items:
- IV. Policies:
 - a) 08.10 - Security Incident Response Plan - IT Manager, Micah Clark
 - b) 10.03 - Visitors in the Dispatch Center - Operation Manager, Tricia Breinholt
 - c) 12.01 - Police Dispatching - Operation Manager, Tricia Breinholt
- V. Operations Chair Report: Chief Matt Johnson
- VI. Director's Report: Director Heidi Healy
- VII. Open Forum

Next Meeting: Aug 14, 2025

Attendance in person or
ZOOM Meeting



BOARD OF DIRECTORS
Meeting Minutes
Thursday, April 10, 2025
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
William McMullin, Town of Genola, via Zoom
Jeff Weber, Eagle Mountain City, via Zoom
Scott DaBell, Lehi City, via Zoom
Seth Atkinson, Nephi City
Todd Williams, Pleasant Grove, via Zoom
Brad James, Salem City, alternate
Tyler Jacobson, Spanish Fork City
Mark Christensen, City of Saratoga Springs, via Zoom
Dorel Kynaston, Woodland Hills, via Zoom
Eric Ellis, Vineyard City, via Zoom
Julie Fullmer, Vineyard City, via Zoom
Mike Smith, Utah County

Absent Members:

David Gustin, Town of Cedar Fort
Jared Peterson, Elk Ridge City
Hollie McKinney, Town of Fairfield
JC Reynolds, Town of Goshen
Brittney Bills, Highland City
Marvin Kenison, Juab County
Scott Spencer, Payson City
Terry Ficklin, Salem City, Chairman
Norm Beagley, Santaquin City

Others in Attendance:

Vaughn Pickell, Central Utah 911, Legal Representative
Chief Matt Johnson, 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 - Fire
Logan Durrans, Central Utah 911, IT Specialist

Call to Order

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

Shane Sorensen and Mike Smith joined the meeting at 9:02 a.m.

Consent Calendar

Ernie John requested a motion on the consent calendar.

Shane Sorensen made a motion to approve the consent calendar

Todd Williams seconded the motion, and the motion passed unanimously.

Bob Morgan joined the meeting at 9:04 a.m.

Business and Action Items

FY26 Tentative Draft

Ernie John questioned if the budget allowed enough budget to cover security issues and raises. **Director Heidi Healy** explained an error in the wage computation for FY26, which led to a decrease in fees. The budget for FY24 and FY25 was discussed noting a small increase between the two years. **Seth Atkinson** requested a total to be put on page 24.

Jeff Weber and Scott Spencer joined the meeting at 9:07 a.m.

It was clarified the budget could be adjusted prior to the hearing next month. Funding for events like Little Sahara was discussed. **Suzee Anderson** clarified the budget represents the maximum amount billed if fully staffed, which is unlikely. **Mark Christensen** suggested exploring the possibility of receiving Federal funding for events on public land.

Mark Christensen made a motion to approve the FY26 Tentative Draft.

Tyler Jacobson seconded the motion, and the motion passed unanimously.

Security Incident

Micah Clark discussed an ongoing security incident which Beazley Insurance is finalizing documentation and providing recommendations for moving forward. The recommendations are relatively low cost and will be covered by the budget. A SOC will be procured along with software that will do active directory audits. Recently, the State of Utah purchased Action1 software which Micah hopes to procure. The board discussed multi factor authentication, geo-fencing and IP blocking measures. While the system cannot be 100% foolproof, steps have been taken to enhance security. Some upcoming policy updates were discussed.

Policy Approval

15.11 Little Sahara Communications

Noreen Stone explained changes were made to refer to an SOP, so this policy does not need to be changed every year.

Seth Atkinson made a motion to approve the FY26 Tentative Draft.

Scott Spencer seconded the motion, and the motion passed unanimously.

Operations Report

Chief Matt Johnson explained the Operations Board Meeting was cancelled due to Spring Break. The meeting will be held after the Board of Director's Meeting on April 10, 2025.

Director's Report

Director Heidi Healy reported on telecommunications week. She updated the board on the current hiring process and the status of previous hires. UCA is reporting that the antennae repairs are winding down. Noreen's upcoming retirement was announced. Director Healy reported on meetings with North End Fire Agencies. She plans to introduce Tricia to all agencies and discuss ways to improve relations.

Open Forum**Adjourn**

Next Meeting: May 8, 2025.

Brad James made a motion to adjourn.

Jeff Weber seconded the motion, and the meeting adjourned at 9:49 a.m.

Approval Signature – Chairman Terry Ficklin

Date

Central Utah 911
Invoice Register: 5/1/2025 to 5/31/2025 - All Invoices

6/10/2025

<u>Invoice No.</u>	<u>Vendor</u>	<u>Check No.</u>	<u>Ledger Date</u>	<u>Due Date</u>	<u>Amount</u>	<u>Account No.</u>	<u>Account Name.</u>	<u>Description</u>
287311399106X0	AT&T MOBILITY	11817	5/20/2025	5/20/2025	\$139.23			
					139.23	911440.06.911	Cell phones	287311399106
80675	BIDDLE CONSULTING GROUP INC	11818	5/29/2025	5/29/2025	\$4,395.00			
					4,395.00	911430.03.911	Criticall support	Criticall - Exp June 1, 2026
Summit 2025	Breinholt, Patricia	11802	5/15/2025	5/15/2025	\$1,057.55			
					50.78	911150.03.911	Transportation	Transportation
					958.23	911150.04.911	Lodging	Hotel
					48.54	911150.06.911	Meals - at training	Meals
PR042525-465	Child Support Services	11790	5/1/2025	5/1/2025	\$502.62			
					502.62	9112236	Child Support Payable	Child Support
PR050925-465	Child Support Services	11793	5/15/2025	5/15/2025	\$502.62			
					502.62	9112236	Child Support Payable	Child Support
PR052325-465	Child Support Services	11803	5/29/2025	5/29/2025	\$502.62			
					502.62	9112236	Child Support Payable	Child Support
	Vendor Total:				\$1,507.86			
25051330802014	Department of Govenment Operations	11804	5/11/2025	5/11/2025	\$1,653.43			
					197.20	911260.02.911	Telecommunicator week	Meal
					57.62	911260.04.911	Employee recognitions	Meal
					325.00	911260.04.911	Employee recognitions	Gift Cards
					483.20	911260.04.911	Employee recognitions	Membership
					162.66	911260.04.911	Employee recognitions	Meal
					5.37	911260.04.911	Employee recognitions	Pics
					111.98	911260.04.911	Employee recognitions	Meal
					257.75	911420.09.911	Website hosting	Renewal
					52.65	911420.09.911	Website hosting	Pro Plan
25051330802042	Department of Govenment Operations	11804	5/15/2025	5/15/2025	\$2,495.27			
					84.55	911220.01.911	General office supplies	AED Pads
					30.99	911230.01.911	Public notices/district	Notice
					52.52	911260.02.911	Telecommunicator week	Dispatcher Week
					281.02	911260.02.911	Telecommunicator week	Dispatch Week
					162.12	911260.02.911	Telecommunicator week	Dispatcher Week
					156.87	911260.03.911	Holiday gift for employees	Police Week
					42.97	911260.03.911	Holiday gift for employees	Police Week
					19.00	911310.06.911	Education materials/supplies	Labels
					591.00	911310.07.911	Public education supplies	Magnets
					93.00	911320.02.911	IAEMD Certs/Recerts	Recert
					42.98	911410.02.911	Computer peripheral/tools/acces	Server Mount
					37.60	911410.02.911	Computer peripheral/tools/acces	Shells
					149.90	911420.09.911	Website hosting	Program
					15.00	911420.13.911	HR LMS	Forms
					141.77	911510.01.911	Work area health/sanitization su	Wipes
					238.32	911510.01.911	Work area health/sanitization su	Tissue
					87.34	911520.02.911	Janitorial services and supplies	Paper Towels
					89.57	911520.02.911	Janitorial services and supplies	Janitorial Supplies
					161.13	911520.02.911	Janitorial services and supplies	Paper Towels
					17.62	911530.01.911	Grounds maintenance	Parts
	Vendor Total:				\$4,148.70			
Summit 2025	Durrans, Logan Stansfield	11805	5/15/2025	5/15/2025	\$157.56			
					157.56	911150.06.911	Meals - at training	Meals
Adjustments May	Equitable Financial Life Insurance Com	11806	5/28/2025	5/28/2025	(\$289.83)			
					-289.83	9112225	Employee life ins payable	Adjust

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PR042525-581	Equitable Financial Life Insurance Com	11806	5/1/2025	5/1/2025	\$710.43			
					710.43	9112225	Employee life ins payable	Elective Life Insurance
PR050925-581	Equitable Financial Life Insurance Com	11806	5/5/2025	5/5/2025	\$34.37			
					16.49	9112225	Employee life ins payable	Elective Life Insurance
					4.30	9112225	Employee life ins payable	Basic Life & AD&D Insurance
					0.84	9112225	Employee life ins payable	Dependent Life Insurance
					12.74	9112225	Employee life ins payable	Long Term Disability
PR050925-581	Equitable Financial Life Insurance Com	11806	5/15/2025	5/15/2025	\$1,736.76			
					693.94	9112225	Employee life ins payable	Elective Life Insurance
					193.50	9112225	Employee life ins payable	Basic Life & AD&D Insurance
					820.40	9112225	Employee life ins payable	Long Term Disability
					28.92	9112225	Employee life ins payable	Dependent Life Insurance
	Vendor Total:				\$2,191.73			
2gmkn9	Health Equity	EFT	5/1/2025	5/1/2025	\$67.20			
					67.20	9112230	HSA payable	Account Fees
PR042525-446	Health Equity	EFT	5/1/2025	5/1/2025	\$3,899.91			
					440.00	9112230	HSA payable	HSA Single - July Benefit
					3,459.91	9112230	HSA payable	HSA Family - July Benefit
PR050925-446	Health Equity	EFT	5/15/2025	5/15/2025	\$3,899.91			
					440.00	9112230	HSA payable	HSA Single - July Benefit
					3,459.91	9112230	HSA payable	HSA Family - July Benefit
PR052325-446	Health Equity	EFT	5/29/2025	5/29/2025	\$3,899.91			
					440.00	9112230	HSA payable	HSA Single - July Benefit
					3,459.91	9112230	HSA payable	HSA Family - July Benefit
	Vendor Total:				\$11,766.93			
PR042525-448	ICMA 401A	EFT	5/1/2025	5/1/2025	\$11,018.43			
					8,245.44	9112224	Retirement payable	401A ICMA
					2,772.99	9112224	Retirement payable	401A Loan ICMA
PR050925-448	ICMA 401A	EFT	5/5/2025	5/5/2025	\$36.52			
					36.52	9112224	Retirement payable	401A ICMA
PR050925-448	ICMA 401A	EFT	5/15/2025	5/15/2025	\$10,779.40			
					8,006.41	9112224	Retirement payable	401A ICMA
					2,772.99	9112224	Retirement payable	401A Loan ICMA
PR052325-448	ICMA 401A	EFT	5/29/2025	5/29/2025	\$10,883.92			
					8,110.93	9112224	Retirement payable	401A ICMA
					2,772.99	9112224	Retirement payable	401A Loan ICMA
PR052325-448	ICMA 401A	EFT	5/30/2025	5/30/2025	\$94.06			
					94.06	9112224	Retirement payable	401A ICMA
	Vendor Total:				\$32,812.33			
PR042525-449	ICMA 457	EFT	5/1/2025	5/1/2025	\$11,699.47			
					9,224.92	9112224	Retirement payable	457 ICMA
					2,474.55	9112224	Retirement payable	457 Loan ICMA
PR050925-449	ICMA 457	EFT	5/5/2025	5/5/2025	\$36.52			
					36.52	9112224	Retirement payable	457 ICMA
PR050925-449	ICMA 457	EFT	5/15/2025	5/15/2025	\$11,504.77			
					9,030.22	9112224	Retirement payable	457 ICMA
					2,474.55	9112224	Retirement payable	457 Loan ICMA
PR052325-449	ICMA 457	EFT	5/29/2025	5/29/2025	\$11,704.23			
					9,068.82	9112224	Retirement payable	457 ICMA

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					2,635.41	9112224	Retirement payable	457 Loan ICMA
PR052325-449	ICMA 457	EFT	5/30/2025	5/30/2025	\$151.71			
					151.71	9112224	Retirement payable	457 ICMA
	Vendor Total:				\$35,096.70			
PR042525-444	IRS Tax Deposit	EFT	5/1/2025	5/1/2025	\$17,632.61			
					4,569.70	9112221	Federal taxes payable	Medicare Tax
					13,062.91	9112221	Federal taxes payable	Federal Income Tax
PR050925-444	IRS Tax Deposit	EFT	5/5/2025	5/5/2025	\$11.38			
					11.38	9112221	Federal taxes payable	Medicare Tax
PR050925-444	IRS Tax Deposit	EFT	5/15/2025	5/15/2025	\$17,951.95			
					4,526.68	9112221	Federal taxes payable	Medicare Tax
					13,425.27	9112221	Federal taxes payable	Federal Income Tax
PR052325-444	IRS Tax Deposit	EFT	5/29/2025	5/29/2025	\$18,152.47			
					4,655.28	9112221	Federal taxes payable	Medicare Tax
					13,497.19	9112221	Federal taxes payable	Federal Income Tax
PR052325-444	IRS Tax Deposit	EFT	5/30/2025	5/30/2025	\$149.29			
					44.00	9112221	Federal taxes payable	Medicare Tax
					105.29	9112221	Federal taxes payable	Federal Income Tax
	Vendor Total:				\$53,897.70			
351292	JAN PRO	11780	5/1/2025	5/1/2025	\$1,396.00			
					1,396.00	911520.02.911	Janitorial services and supplies	janitorial Service - May 2025
EA1554965	LES OLSON COMPANY	11822	5/30/2025	5/30/2025	\$48.43			
					48.43	911220.03.911	Copier supplies/usage	Copier
152663	MCGEE'S STAMP AND TROPHY	11791	5/8/2025	5/8/2025	\$102.47			
					102.47	911260.04.911	Employee recognitions	Reprint
Adjustment June	MetLife	11808	5/28/2025	5/28/2025	(\$421.04)			
					-421.04	9112227	Dental ins payable	Adjust
PR042525-684	MetLife	11808	5/1/2025	5/1/2025	\$2,479.72			
					97.16	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P
					798.38	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					180.32	9112228	Visions ins payale	Vision Ins Family
					26.67	9112228	Visions ins payale	Vision Ins Single
					48.06	9112228	Visions ins payale	Vision Ins Two Party
					376.82	9112233	Guardian payable	MetLife Accident - High
					316.86	9112233	Guardian payable	MetLife Pre Tax Critical Illness
					441.00	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					194.45	9112233	Guardian payable	MetLife Accident - Low
PR050925-684	MetLife	11808	5/5/2025	5/5/2025	\$138.77			
					71.66	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					8.01	9112228	Visions ins payale	Vision Ins Two Party
					25.28	9112233	Guardian payable	MetLife Accident - High
					29.72	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					4.10	9112233	Guardian payable	MetLife Pre Tax Critical Illness
PR050925-684	MetLife	11808	5/15/2025	5/15/2025	\$3,578.96			
					1,319.52	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					444.60	9112227	Dental ins payable	Dental Ins Pre Tax Single-Plat
					304.64	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P
					26.67	9112228	Visions ins payale	Vision Ins Single
					40.05	9112228	Visions ins payale	Vision Ins Two Party
					180.32	9112228	Visions ins payale	Vision Ins Family

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					411.28	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					187.58	9112233	Guardian payable	MetLife Accident - Low
					351.54	9112233	Guardian payable	MetLife Accident - High
					312.76	9112233	Guardian payable	MetLife Pre Tax Critical Illness
	Vendor Total:				\$5,776.41			
adjustment	Midland Credit Management	X999	5/28/2025	5/28/2025	(\$436.48)			
					-436.48	9112232	Garnishments payable	adjustment
Adjustment for ga	Midland Credit Management	11795	5/1/2025	5/1/2025	(\$441.30)			
					-441.30	9112233	Guardian payable	reversal
PR050925-739	Midland Credit Management	11795	5/15/2025	5/15/2025	\$441.30			
					441.30	9112232	Garnishments payable	Garnishment
PR052325-739	Midland Credit Management	X999	5/29/2025	5/29/2025	\$436.48			
					436.48	9112232	Garnishments payable	Garnishment
	Vendor Total:				\$0.00			
1069761	NATIONAL BENEFITS SERVICES LLC	11809	5/28/2025	5/28/2025	\$52.00			
					52.00	911110.03.911	Employee benefits	Plan Admin Fees
CP411997	NATIONAL BENEFITS SERVICES LLC	11796	5/11/2025	5/11/2025	\$21.58			
					21.58	9112229	FSA payable	Claims Paid
CP412957	NATIONAL BENEFITS SERVICES LLC	11809	5/25/2025	5/25/2025	\$56.42			
					56.42	9112229	FSA payable	Claims Paid
	Vendor Total:				\$130.00			
Garnishment 1	OLSON SHANER	11797	5/15/2025	5/15/2025	\$441.30			
					441.30	9112233	Guardian payable	Case No 249105247
Garnishment 2	OLSON SHANER	11810	5/28/2025	5/28/2025	\$436.48			
					436.48	9112232	Garnishments payable	249105247
	Vendor Total:				\$877.78			
Adjustment - May	PEHP	11811	5/28/2025	5/28/2025	(\$1,873.00)			
					-1,873.00	9112226	Health ins payable	Adjust
PR042525-558	PEHP	11811	5/1/2025	5/1/2025	\$461.17			
					156.45	9112226	Health ins payable	Traditional Insurance - Single
					175.20	9112226	Health ins payable	Traditional Insurance - Family
					129.52	9112226	Health ins payable	Traditional Insurance - Double
PR050925-558	PEHP	11811	5/5/2025	5/5/2025	\$1,785.40			
					1,785.40	9112226	Health ins payable	Traditional Insurance - Family
PR050925-558	PEHP	11811	5/15/2025	5/15/2025	\$52,253.53			
					4,850.88	9112226	Health ins payable	HDHP - Single Plan
					32,258.20	9112226	Health ins payable	HDHP - Family Plan
					3,188.25	9112226	Health ins payable	Traditional Insurance - Single
					7,530.96	9112226	Health ins payable	HDHP - Double
					2,639.84	9112226	Health ins payable	Traditional Insurance - Double
					1,785.40	9112226	Health ins payable	Traditional Insurance - Family
	Vendor Total:				\$52,627.10			
12973681	Spectrotel	11799	5/1/2025	5/1/2025	\$1,121.38			
					1,121.38	911440.01.911	911 phones (selective router, N	Acct# 467942
25scs-2106	Strategic Communications Solutions, LL	11812	5/11/2025	5/11/2025	\$13,923.59			
PO# 10557					13,923.59	911740.06.911	Facility	16 Port 100-960 MHz combiner
INV-0019833	Threads Culture	11824	5/26/2025	5/26/2025	\$309.60			
					309.60	911420.13.911	HR LMS	Threads Software

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63461	UTAH COUNTY AUDITOR	11789	5/2/2025	5/2/2025	\$750.25			
					750.25	911440.07.911	Fiber connectivity	Fiber - May 2025
63493	UTAH COUNTY AUDITOR	11801	5/8/2025	5/8/2025	\$1,841.30			
					1,841.30	911540.01.911	Electricity	Electrical Usage - May 2025
	Vendor Total:				\$2,591.55			
1619215	UTAH LOCAL GOVERNMENTS TRUST	EFT	5/2/2025	5/2/2025	\$432.47			
					432.47	911110.03.911	Employee benefits	Workers Comp - May
PR042525-151	UTAH RETIREMENT SYSTEMS	EFT	5/1/2025	5/1/2025	\$24,319.68			
					22,623.54	9112224	Retirement payable	State Retirement URS
					1,610.74	9112224	Retirement payable	401k URS
					85.40	9112224	Retirement payable	401K Loan URS
PR050925-151	UTAH RETIREMENT SYSTEMS	EFT	5/5/2025	5/5/2025	\$93.59			
					93.59	9112224	Retirement payable	State Retirement URS
PR050925-151	UTAH RETIREMENT SYSTEMS	EFT	5/15/2025	5/15/2025	\$24,940.01			
					22,858.49	9112224	Retirement payable	State Retirement URS
					1,996.12	9112224	Retirement payable	401k URS
					85.40	9112224	Retirement payable	401K Loan URS
PR052325-151	UTAH RETIREMENT SYSTEMS	EFT	5/29/2025	5/29/2025	\$25,319.88			
					23,140.58	9112224	Retirement payable	State Retirement URS
					2,093.90	9112224	Retirement payable	401k URS
					85.40	9112224	Retirement payable	401K Loan URS
	Vendor Total:				\$74,673.16			
PR042525-445	Utah State Tax Commission	11813	5/1/2025	5/1/2025	\$5,625.40			
					5,625.40	9112223	State taxes payable	State Income Tax
PR050925-445	Utah State Tax Commission	11813	5/15/2025	5/15/2025	\$5,599.66			
					5,599.66	9112223	State taxes payable	State Income Tax
PR052325-445	Utah State Tax Commission	11813	5/29/2025	5/29/2025	\$5,518.67			
					5,518.67	9112223	State taxes payable	State Income Tax
PR052325-445	Utah State Tax Commission	11815	5/30/2025	5/30/2025	\$58.47			
					58.47	9112223	State taxes payable	State Income Tax
	Vendor Total:				\$16,802.20			
CIV2025-05-000	Utopia Fiber	11792	5/1/2025	5/1/2025	\$593.88			
					593.88	911440.08.911	Internet	Internet
PR042525-456	VASA Fitness	11814	5/1/2025	5/1/2025	\$42.50			
					42.50	9112234	Golds Gym Member payable	Gym Membership
PR050925-456	VASA Fitness	11814	5/15/2025	5/15/2025	\$42.50			
					42.50	9112234	Golds Gym Member payable	Gym Membership
	Vendor Total:				\$85.00			
50100638127 PO# 10572	ZOHO Corporation	11807	5/21/2025	5/21/2025	\$581.00			
					645.00	911420.05.911	VM backup	ManageEngine ServiceDesk Plu
					-64.00	911420.05.911	VM backup	discount
5020014091 PO# 10570	ZOHO Corporation	11828	5/8/2025	5/8/2025	\$2,007.00			
					945.00	911740.01.911	General/miscellaneous	ADAudit Plus Professional Editio
					595.00	911740.01.911	General/miscellaneous	ADAudit Plus Professional Editio
					495.00	911740.01.911	General/miscellaneous	ADAudit Plus Professional Editio
					195.00	911740.01.911	General/miscellaneous	ADAudit Plus Professional Editio
					-223.00	911740.01.911	General/miscellaneous	discount
5020014134 PO# 10571	ZOHO Corporation	11807	5/11/2025	5/11/2025	\$173.00			
					173.00	911420.05.911	VM backup	ADSelfService Plus Professional
	Vendor Total:				\$2,761.00			

Central Utah 911
Invoice Register: 5/1/2025 to 5/31/2025 - All Invoices

6/10/2025

<u>Invoice No.</u>	<u>Vendor</u>	<u>Check No.</u>	<u>Ledger Date</u>	<u>Due Date</u>	<u>Amount</u>	<u>Account No.</u>	<u>Account Name.</u>	<u>Description</u>
		Total:			\$321,423.31			
							GL Account Summary	
					484.47	911110.03.911	Employee benefits	
					50.78	911150.03.911	Transportation	
					958.23	911150.04.911	Lodging	
					206.10	911150.06.911	Meals - at training	
					84.55	911220.01.911	General office supplies	
					48.43	911220.03.911	Copier supplies/usage	
					53,897.70	9112221	Federal taxes payable	
					16,802.20	9112223	State taxes payable	
					142,582.19	9112224	Retirement payable	
					2,191.73	9112225	Employee life ins payable	
					52,627.10	9112226	Health ins payable	
					2,614.92	9112227	Dental ins payable	
					510.10	9112228	Visions ins payable	
					78.00	9112229	FSA payable	
					11,766.93	9112230	HSA payable	
					877.78	9112232	Garnishments payable	
					2,651.39	9112233	Guardian payable	
					85.00	9112234	Golds Gym Member payable	
					1,507.86	9112236	Child Support Payable	
					30.99	911230.01.911	Public notices/district	
					692.86	911260.02.911	Telecommunicator week	
					199.84	911260.03.911	Holiday gift for employees	
					1,248.30	911260.04.911	Employee recognitions	
					19.00	911310.06.911	Education materials/supplies	
					591.00	911310.07.911	Public education supplies	
					93.00	911320.02.911	IAEMD Certs/Recerts	
					80.58	911410.02.911	Computer peripheral/tools/acces	
					754.00	911420.05.911	VM backup	
					460.30	911420.09.911	Website hosting	
					324.60	911420.13.911	HR LMS	
					4,395.00	911430.03.911	Critical support	
					1,121.38	911440.01.911	911 phones (selective router, N	
					139.23	911440.06.911	Cell phones	
					750.25	911440.07.911	Fiber connectivity	
					593.88	911440.08.911	Internet	
					380.09	911510.01.911	Work area health/sanitization su	
					1,734.04	911520.02.911	Janitorial services and supplies	
					17.62	911530.01.911	Grounds maintenance	
					1,841.30	911540.01.911	Electricity	
					2,007.00	911740.01.911	General/miscellaneous	
					13,923.59	911740.06.911	Facility	
					321,423.31		Total	
					\$321,423.31		GL Account Summary Total	

08.10 Security Incident Response Plan

08.10.1 PURPOSE

All security incidents must be managed in an efficient and time effective manner to make sure that the impact of an incident is contained and the consequences for your business and your customers are limited. This document sets Central Utah 911's (CU911) plan for reporting and dealing with security incidents.

08.10.2 WHAT IS A SECURITY INCIDENT?

A Security Incident means any incident that occurs by accident or deliberately that impacts communications or information processing systems. An incident may be any event or set of circumstances that threatens the confidentiality, integrity or availability of information, data or services in CU911.

This includes unauthorized access to, use, disclosure, modification, or destruction of data or services used or provided by CU911.

08.10.3 HOW TO RECOGNIZE A SECURITY INCIDENT

A security incident may not be recognized straightaway; however, there may be indicators of a security breach, system compromise, unauthorized activity, or signs of misuse within your environment, or that of your third-party service providers.

Indications that a security incident has occurred or may be in progress, some of which are outlined below:

- Monitor excessive or unusual log-in and system activity, in particular from any inactive user IDs (user accounts)
- Watch out for excessive or unusual remote access activity into your business. This could be relating to your staff or your third-party providers
- The occurrence of any new wireless (Wi-Fi) networks visible or accessible from your environment
- The presence of or unusual activity in relation to malware (malicious software), suspicious files, or new/unapproved executables and programs. This could be on your networks or systems and includes web-facing systems.
- Hardware or software key-loggers found connected to or installed on systems
- Suspicious or unusual activity on, or behavior of, Web-facing systems
- Any card-skimming devices found in your business
- Lost, stolen, or misplaced computers, laptops, hard drives, or other media devices sensitive data

08.10.4 ROLES AND RESPONSIBILITIES

This security incident response plan must be followed by all personnel. This includes all employees, temporary staff, consultants, contractors, suppliers and third parties operating on behalf of CU911, working with CU911's data or on CU911 premises. For simplicity, all these personnel are referred to as 'staff' within this plan.

ROLES

The CU911 Security Incident Response Team (SIRT) is comprised of:

Title	SIRT Responsibility	Name	Email	Telephone
IT Manager	Incident Response Technical Lead	Micah Clark	mclark@cu911.org	801-857-0556 801-794-4021
IT Specialist	Incident Response Technial Staff	Logan Durrans	ldurrans@cu911.org	385-219-9507 801-794-4022
Executive Director	Executive Offier/Risk Owner	Heidi Healy	hhealy@cu911.org	801-427-2382 801-794-4001
Business Manager	HR/Finance	Suzee Anderson	sanderson@cu911.org	801-362-9524 801-794-4002
Operations Manager	Operation Floor	Tricia Breinholt	tbreinholt@cu911.org	801-400-1748 801-794-4004

RESPONSIBILITIES

The Incident Response Lead is responsible for:

- Making sure that Security Incident Response Plan and associated response and escalation procedures are defined and documented. This is to make sure that the handling of security incidents is timely and effective.
- Making sure that the Security Incident Response Plan is up-to-date, reviewed and tested, at least once each year.
- Making sure that staff with Security Incident Response Plan responsibilities are properly trained, at least once each year.
- Leading the investigation of a suspected breach or reported security incident and initiating the Security Incident Response Plan, as and when needed.
- Reporting to and liaising with external parties, including, legal representation, law enforcement, etc. as is required.
- Authorizing on-site investigations by appropriate law enforcement or industry security/forensic personnel, as required during any security incident investigation. This includes authorizing access to/removal of evidence from site.

Security Incident Response Team (SIRT) members are responsible for:

- Making sure that all staff understand how to identify and report a suspected or actual security incident.

- Advising the Incident Response Lead of an incident when they receive a security incident report from staff.
- Investigating each reported incident.
- Taking action to limit the exposure of sensitive data and to reduce the risks that may be associated with any incident.
- Gathering, reviewing and analyzing logs and related information from various central and local safeguards, security measures and controls.
- Documenting and maintaining accurate and detailed records of the incident and all activities that were undertaken in response to an incident.
- Reporting each security incident and findings to the appropriate parties. This may include the acquirer, third party service providers, business partners, customers, etc., as required.
- Assisting law enforcement and industry security personnel during the investigation processes. This includes any forensic investigations and prosecutions.
- Resolving each incident to the satisfaction of all parties involved, including external parties.
- Initiating follow-up actions to reduce the likelihood of recurrence, as appropriate.
- Determining if policies, processes, technologies, security measures or controls need to be updated to avoid a similar incident in the future.

All staff members are responsible for:

- Making sure they understand how to identify and report a suspected or actual security incident.
- Reporting a suspected or actual security incident to the Incident Response Lead (preferable) or to another member of the Security Incident Response Team (SIRT);
- Reporting any security related issues or concerns to line management, or to a member of the SIRT;
- Complying with the security policies and procedures of CU911. This includes any updated or temporary measures introduced in response to a security incident.

08.10.5 INCIDENT RESPONSE PLAN STEPS

Report

Information security incidents must be reported, without delay, to the Incident Response Lead (preferable) or to another member of the Security Incident Response Team (SIRT). The member of the SIRT receiving the report will advise the Incident Response Lead of the incident.

In the event that a security incident or data breach is suspected to have occurred, we recommend the staff members discuss their concerns with their line manager, who in turn may raise the issue with a member of the SIRT.

Investigate

After being notified of a security incident, SIRT will perform an initial investigation and determine the appropriate response, which may be to initiate the Security Incident Response Plan.

If the Security Incident Response Plan is initiated, the SIRT will investigate the incident and initiate actions to limit the exposure of data and in mitigating the risks associated with the incident.

Initial incident containment and response actions

Make sure that no-one can access or alter compromised systems.

- Isolate compromised systems from your network and unplug any network cables – without turning the systems off.
- If using a wireless network, change the SSID (Service Set Identifier) on the wireless access point and other systems that may be using this wireless network (but not on any of the systems believed to be compromised).
- Preserve all logs and similar electronic evidence, e.g. logs from your firewall, anti-virus tool, access control system, web server, application server, database, etc.
- Perform a back-up of your systems to preserve their current state – this will also facilitate any subsequent investigations.
- Keep a record of all actions you and all members of the SIRT take.
- Stay alert for further indications of compromise or suspicious activity in your environment, or that of your third parties.
- Seek advice before you process any further transactions.
- If you can, gather details of all compromised or potentially compromised accounts or systems.

Inform

Once the SIRT has carried out their initial investigation of the security incident:

- The Incident Response Lead will alert the SIRT's senior management primary contact.
- The Incident Response Lead and / or the SIRT personnel responsible for communications / PR will inform all relevant parties. This includes your acquirer and local law enforcement, and other parties that may be affected by the compromise such as your customers, business partners or suppliers. This also includes the personal data breach notification contacts, as applicable to the incident under investigation.

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Agency to Inform	Name	Email	Telephone
Utah Communications Authority	Tina Mathieu	tmathieu@uca911.org	801-548-3351
Utah Bureau of Criminal Identification CJIS ISO	Tyson Jarrett	tjarrett@utah.gov	385-255-0888
DHS Cyber Security and Infrastructure Agency (CISA)	Gordon Coles	gordon.coles@cisa.dhs.gov	801-455-3075
Spanish Fork Police Department	-	On Duty Detective - Flex Callout	-

Agency to Inform	Name	Email	Telephone	SIRT Contact Responsibility
Utah Communications Authority	Tina Mathieu	tmathieu@uca911.org	801-548-3351	Executive Director
Utah Bureau of Criminal Identification CJIS ISO	Tyson Jarrett	tjarrett@utah.gov	385-255-0888	IT Manager
DHS Cyber Security and Infrastructure Agency (CISA)	Gordon Coles	gordon.coles@cisa.dhs.gov	801-455-3075	IT Specialist
Spanish Fork Police Department	-	On Duty Detective - Flex Callout	-	IT Specialist
Utah Local Governments Trust	-	-	-	Business Manager
Board of Directors	-	-	-	Executive Director
Board of Operations	-	-	-	Business Manager

Utah Local Government IT Aid

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IT Manager

Maintain Business Continuity

The SIRT will engage with operational teams to make sure that CU911 can continue to operate while the security incident is being investigated.

Plan Ahead!

Be prepared - in advance of any security incident that may impact your business, you should make sure you have a plan for how your business would operate if your systems and processes were unable to operate as normal.

Resolve

The SIRT will liaise with external parties, including law enforcement, etc., to ensure appropriate incident investigation (which may include on-site forensic investigation) and gathering of evidence, as is required.

- The members of SIRT will take action to investigate and resolve the problem to the satisfaction of all parties and stakeholders involved. This will include confirmation that the required controls and security measures are operational.
- The Incident Response Lead will report the investigation findings and resolution of the security incident to the appropriate parties and stakeholders as needed.

Recovery

- The Incident Response Lead will authorize a return to normal operations once satisfactory resolution is confirmed.
- The SIRT will notify the rest of the business that normal business operations can resume. Normal operations must adopt any updated processes, technologies or security measures identified and implemented during incident resolution.

Review

The SIRT will complete a post-incident review after every security incident. The review will consider how the incident occurred, what the root causes were and how well the incident was handled. This will help to identify recommendations for better future responses and to avoid a similar incident in the future.

Changes and updates that may be required include:

- Updates to the Security Incident Response Plan and associated procedures.
- Updates to your business' security or operational policies and procedures.
- Updates to technologies, security measures or controls
- The introduction of additional safeguards in the environment where the incident occurred
- The SIRT Executive Officer/Risk Owner (the senior management primary contact) will ensure that the required updates and changes are adopted or implemented as necessary.

Approved 01/10/2019
Revised 09/01/2022

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10.03 Visitors in the Dispatch Center

10.03.1 PURPOSE

To clarify who has authorized access ~~into~~ the facility and provide the procedure for submitting and approving requests to visit the facility.

10.03.2 AUTHORIZED ACCESS

1. Employees of the organization are authorized to be in the work and common areas of the building. Access to equipment and data rooms are limited and access is granted as needed.
2. Administrators, police officers, firefighters and EMS providers from our agencies are authorized for entry into the facility at any time.
3. Pre-screened service technicians may be issued access cards as needed for the repair and maintenance of equipment. Other technicians who are not preauthorized should be accompanied by an employee while in the building.

10.03.3 REQUESTS TO OBSERVE

1. Administrators, police officers, firefighters and EMS personnel from our agencies may be assigned by their departments to observe dispatch operations for training purposes. Such observation periods should be scheduled.
2. Dispatchers from other dispatch agencies, upon verification of their dispatch employment, upon approval and coordination, may observe dispatch operations.
3. Other individuals who are 16 years of age or older (anyone younger must be pre-approved by the Executive Director), have an interest in observing dispatch operations may be approved to do so upon completion of a background check and upon approval. The "Dispatch Observation Request" form (found in the ~~Forms file on the Workspace drive~~ [Document Library in Frontline Policy Tracker](#)) must be completed and submitted [to a supervisor](#) for processing and approval before an observation may be scheduled. ~~If approved, the approved form will indicate the date for observation.~~ Other individuals include:
 - a. Family members of dispatch personnel with a desire to gain an understanding of the work performed by the employee.
 - b. Members of the public based on the purpose of the request as approved.
4. Approval ~~for~~ [any](#) of any/all observation requests will be for the dates originally indicated and will not be an open-ended invitation. Subsequent requests will require a new approval and assignment process.

Commented [RG1]: Since we are no longer keeping a copy of the request form and are shredding it, there is no need for this sentence (since the form will be shredded).

10.03.4 OTHER VISITS

Groups such as scout troops, church groups, civic organizations, school groups, etc., may request a tour. If approved by an operations manager or director, an assignment will be made to a member of the staff to handle the tour.

10.03.5 SUPERVISORY RESPONSIBILITY

The acting supervisor is responsible ~~to end~~ [for ending](#) any visit that disrupts floor operations or violates security.

12.01 Police Dispatching

12.01.1 PURPOSE

To establish basic law enforcement dispatching guidelines and promote professional and efficient radio communications with field units.

12.01.2 BASIC RADIO INFORMATION

1. Refer to Policy 9.9 UCA TALK Group for Law enforcement channel usage.
2. Agency designated call signs will be used at all times, both by field units and dispatch. FCC regulations discourage the use of names except for in emergency situations.
3. Radio dispatchers will use the agency call sign 'Central' when communicating with field units. Field units should refer to dispatch as 'Central', however, units from outside of the area may refer to dispatch using another name. Radio dispatchers will respond to any attempts at communication on their channel.

12.01.3 AIRING OF CALLS AND OFFICER SAFETY

1. All calls will be dispatched over the radio with exceptions being calls that would jeopardize officer safety, bomb threats, or calls that would interfere with suspect apprehension. These incidents will be dispatched via MDC by advising the unit to copy their IM 10-18 or by contacting the unit by phone.
2. Units may be advised to copy details on graphic or sensitive calls off of their MDC as long as they are not in progress.
3. Discretion should be used while dispatching calls containing personal information of a police officer. For non-emergent calls, units will be advised to copy via MDC. Emergency calls will be dispatched as per policy.
4. Calls requesting phone contact only may be dispatched by providing the call nature and advising the unit to copy over their MDC.

12.01.4 STANDARDIZED DISPATCHING OF CALLS

1. To ensure clarity, efficiency, and professionalism, a standard method of dispatching calls will be used.
2. Dispatchers will use plain speech over the radio with the exception being CU911 approved ten codes. They are as follows:
 - a. 10-0 Use Caution
 - b. 10-18 Urgent
 - c. 10-21 By Phone
 - d. 10-28 Registration Info
 - e. 10-29 Warrant
 - f. 10-33 Help Me Quick
 - g. 10-41 On Duty
 - h. 10-42 Off Duty
 - i. 10-55 Intoxicated Driver
 - j. 10-60 Traffic Stop

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k. 10-78 Backup

h-l. 10-82 Prisoner in Custody

i.m. 10-84 Visitor Present

j.n. 10-85 Patient Condition

k.o. 10-88 Man with Gun

l.p. 10-96 Mental Subject

m.q. 10-99 Wanted/Stolen

3. To dispatch a call, the dispatcher will state the unit to be assigned and the call nature. After the officer acknowledges, the dispatcher will proceed with the location, brief narrative of the call, any officer safety cautions or other needed information.
4. Addresses will be verbalized twice during dispatch.

12.01.5 EXAMPLE OF A STANDARD DISPATCH

1. Call unit to be assigned: "8J4, Central, copy assault in progress"
2. Unit acknowledges: "Central, 8J4" or "8J4"
3. Call is dispatched: "8J4, respond on an assault at 1503 W Main Street, Lehi. One five zero three west main, on an assault. No weapons, alcohol is involved. Suspect is a white male, five foot ten, two hundred pounds, wearing a red jacket. Last seen east bound on foot from the scene. Time lapse 2 minutes.
4. Unit responds: "8J4 enroute"
5. During an in-progress call the radio dispatcher will continue to update the officer with additional information as it's added into the CAD notes by the call taker.

12.01.6 HANDLING JURISDICTION

Radio dispatchers will direct calls to the law enforcement agency responsible for the location of occurrence.

12.01.7 CHANNEL MARKER

When the police channel is secured for an incident, the channel marker needs to be activated. To do this the dispatcher will need to first go to the radio screen. Click on Features at the top of the screen, and then select Channel Marker. This will send out a short tone approximately every 15 seconds to denote that the channel is secure. When the channel resumes normal traffic, the marker can be removed.