BOARD OF DIRECTORS
Meeting Minutes
Thursday, January 9, 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
Jared Peterson, Elk Ridge City, via Zoom
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
Scott Spencer, Payson City, via Zoom
Terry Ficklin, Salem City, Chairman
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:
David Gustin, Town of Cedar Fort
Jeff Weber, Eagle Mountain City
Hollie McKinney, Town of Fairfield
JC Reynolds, Town of Goshen
Todd Williams, Pleasant Grove
Norm Beagley, Santaquin City
Mike Smith, Utah County

Others in Attendance:
Joshua Nielsen, Central Utah 911, Legal Representative
Chief Matt Johnson, Central Utah 911 Operations Board Chairman
Chief Eddie Hales, Central Utah 911 Operations Board, Previous 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
Tyler Jacobson, Spanish Fork City, Assistant City Manager
Scott MacDonald, GovWorx, President / Co-Founder

Call to Order
Terry Ficklin called the meeting to order at 9:01 a.m.

Consent Calendar
Terry Ficklin inquired if anyone reviewed the meeting minutes, warrant register and financial statements. He requested a motion.

> **Seth Perrins made a motion to approve the consent calendar**
> **Shane Sorensen seconded the motion, and the motion passed unanimously.**

Business and Action Items
CommsCoach Software
Director Heidi Healy addressed the concerns raised previously about security and data breaches in the cloud. She introduced Scott MacDonald, President of CommsCoach, a division of GovWorx, and stated she has received policies regarding security from Mr. MacDonald. She also mentioned a conversation with Josh McKell, a representative of Utah Local Government Trust, in which he expressed the improved QA would lower liability and security checks would catch breaches quickly. Currently, fire agencies are using systems connected to Spillman that send the same data to the cloud. **Seth Perrins** stated that conversations with Micah have answered most of his questions. He questioned whether other entities would have access to our data. Mr. MacDonald clarified that each agency is segmented into their own tenant, with no commingling of data for storage or quality evaluations. **Mark Christensen** asked if the data privacy officer had reviewed the contract, to which the answer was no. He also raised questions regarding the potential liability from the AI-generated training data. **Joshua Nielsen**, the alternate for Vaughn Pickell, stated he did not foresee an increased liability but would defer to Vaughn Pickell on the issue. **Mark Christensen** expressed concerns about the implications of using AI for training and quality control, particularly in terms of data privacy and liability. He suggested CU911 be cautious and consider the potential exposure created by AI records. A discussion ensued regarding GRAMA and the classification of records. **Mark Christensen** suggested that AI-generated training materials should be classified appropriately. **Scott MacDonald** clarified that the AI system is creating evaluations similar to manual evaluations. It was agreed to have Vaughn further investigate the potential implications of AI-generated records. Discussion ensued regarding the retention policy and compliance with state laws. CU911 will review their policies and then have Vaughn review them. **Mark Christensen** emphasized the need to be compliant with state code but not create large permanent records. **Seth Perrins** discussed compliance with a new state law and requested the ability to add an addendum to which Scott MacDonald agreed.

> **Seth Perrins made a motion to approve and ratify the signature of the agreement with the software.**
> **Mark Christensen requested a provision to that motion, requesting any amendments made to our GRAMA schedule come forward within two meetings.**
> **Ernie John seconded the motion, and the motion passed unanimously.**

Logan Durrans joined the meeting at 9:23 a.m.

Radios

Director Healy discussed ongoing communication issues with UCA, particularly regarding the use of VHF and the need for technological advancements. A recent meeting with UCA, they were informed that VHF would eventually be eliminated. She acknowledged the need for support for agencies currently using VHF. Recently, during a conversation with Sheriff Smith, a request was made for an in-person meeting with UCA. That meeting is on Monday, January 13. The hope is to address some concerns with the radio system and come to an understanding. **Chief Eddie Hales** discussed communication issues in the canyons, which they believe is due to antenna issues. There was no timeline given to fixing the antennae. **Tricia Breinholt** stated that the dispatchers have been amazing at working through all of the problems.

Operations Board

Chief Matt Johnson introduced himself to the board. There was no board meeting in January, so he did not have items to report on. He stated he has encouraged all chiefs to attend the meeting on Monday. He conceded that the P25 system is complex, and patience is wearing thin.

Director's Report

Director Heidi Healy discussed staffing issues, including the hiring of four new employees and the loss of a trainee who was struggling. Discussion is still ongoing regarding the Spillman server. A need for a new MOU with VECC and Bluffdale has been identified. The transfer audit has been completed and submitted to UCA along with an accompanying letter addressing recommendations resulting from the audit. **Seth Perrins** requested a copy of the audit and letter expressing his opinion that it will help with upcoming legislation. **Director Healy** stated in a recent UCA Board meeting it was stated there is no legislation coming up regarding public safety. **Mark Christensen** recalled a recent article in the Salt Lake Tribune stating a list of proposed changes. **Director Healy** will try to speak with Director Mathiu on Monday.

Open Forum

Seth Atkinson reported on a productive conversation with himself, Seth Perrins, Senator Harper and John Park. Senator Harper did not guarantee a fix but gave the impression that the audit was a one-time thing. In looking at Senator Harper's website, there is a bill request for a UCA amendment. It is assumed this bill will address the concerns of Central Utah 911 transfers. **Seth Perrins** announced his decision to step down from his position as a board member, recommending Tyler Jacobson, the Assistant City Manager, to take over. Seth expressed his appreciation for the leadership and experience gained as a board member and mentioned that Tyler would be a great addition to the board. Next month a new member of the executive board will need to be elected.

Adjourn

Next Meeting: February 13, 2025.

Ernie John made a motion to adjourn.
Seth Perrins seconded the motion, and the meeting adjourned at 9:42 a.m.

Terry Ficklin
Terry Ficklin (Feb 14, 2025 09:49 MST)

Approval Signature – Chairman Terry Ficklin

Feb 14, 2025

Date

Unapproved Meeting Minutes 01.09.2025

Final Audit Report 2025-02-14

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