BOARD OF DIRECTORS
Meeting Minutes
Thursday, March 13, 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
Brittney Bills, Highland City, via Zoom
Marvin Kenison, Juab County, via Zoom
Scott DaBell, Lehi City, via Zoom
Seth Atkinson, Nephi City
Todd Williams, Pleasant Grove, via Zoom
Terry Ficklin, Salem City, Chairman
Norm Beagley, Santaquin City
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

Absent Members:
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
Mike Smith, Utah County

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
William John, Public

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

Todd Williams joined the meeting at 9:01 a.m.

Consent Calendar
Terry Ficklin requested a motion on the consent calendar.

Norm Beagley joined the meeting at 9:02 a.m.

Ernie John made a motion to approve the consent calendar
Seth Atkinson seconded the motion, and the motion passed unanimously.

Logan Durrans joined the meeting at 9:03 a.m.
Marvin Kenison joined the meeting at 9:04 a.m.

Business and Action Items
FY2026 Budget, draft
Heidi Healy introduced the budget highlighting an increase in wages specifically due to a recent administrative wage study. She also discussed the growth of the county and other factors leading to increases. **Mark Christensen** expressed his appreciation for the early review. **Shane Sorensen** raised a concern about a potential 19.2% increases in wages. **Suzee Anderson** agreed to double check the number. **Norm Beagley** requested a copy of the wage study. **Seth Atkinson** noted a trend of increased costs with the software budget. **Suzee Anderson** highlighted the addition of CommsCoach and Rapid SOS, which have been effective that the current language translation system. **Heidi Healy** mentioned the potential for a statewide 911 that could reduce call volume and personnel costs by automatically triaging phone calls. **Suzee Anderson** explained a difference in the budget would be factoring in hiring lateral employees, who are easier to train, but would contribute to a significant increase in salaries and wages over the past year. She stated over 30% of the wage budget is unspent each year due to vacancies. The FY26 budget will also include retirement of some employees and associated payouts. **Mark Christensen** inquired about the payout caps in member cities. **Norm Beagley** suggested implementing a cap on the number of hours that can be accumulated for sick leave. **Mark Christensen** expressed his desire to understand the impact of certain decisions, particularly regarding payouts and unfunded liabilities. He suggested separating the discussion from the current budget policy and asked about the approval of laterals. **Heidi Healy** mentioned they discussion had been with the board chairman who encouraged CU911 to do what was needed to attract experienced people. **Mark Christensen** requested more information on the difference between the previous budget and the proposed one. **Suzee Anderson** noted that the current budget for full-time employees was at 51.
Eric Ellis expressed concern about the drastic increase in expenses compared to population and calls for service. A discussion ensued regarding the irregularities between call numbers from ECATS. Costs are increasing due to the decrease in 911 tax revenue. **Mark Christensen** pointed out a mathematical anomaly in data and suggested a need to review. The data was gathered from the same website accessed in previous years. **Suzee Anderson** acknowledged a mistake in the budget numbers and committed to fixing it. **Eric Ellis** expressed concern about the 250% increase in costs from FY22 to FY26, which he believed was unsustainable. **Suzee Anderson** explained that the significant increase was in wages, which is a large portion of the budget expenditures. She also discussed the decrease in call

volume from ECATs, which could lead to an increase in agency fees. **Terry Ficklin** reminded the board that during the past few years there have been changes in additional administrative jobs, specifically IT and training.

Policy Approval
09.12 Radio Conduct
Tricia Breinholt explained the changes modified when and what dispatchers should timestamp.

11.02 Telephone Interrogation Basics
Tricia Breinholt highlighted the need to separate calls that just occurred and delayed calls.

12.05 Wrecker Rotation Lists
Tricia Breinholt explained the change the policy to allow floor supervisors access to put in wreckers.

12.07 Attempt to Locate
Tricia Breinholt stated the change was to the wording warble to 3-beep.

15.02 Search and Rescue
Noreen Stone explained the terminology and names of the P25 radios were changed to be inline with the recent radio changes.

15.03 Code Utah
Noreen Stone highlighted the need to match channel names to the new P25 channel changes.

15.11 Little Sahara Communications
Noreen Stone explained the channel names needed changing due to the P25 radios, and the Department of Natural Resources needed updating.

Mark Christensen inquired if Little Sahara had much of an impact on their operations. **Noreen Stone** replied it did during Easter Weekend. She explained that the area attracts a large number of visitors, leading to a significant increase in call volume for the dispatchers. **Mark Christensen** suggested that they should push back on the state and federal governments to see larger negotiations for reimbursement due to the disproportionate impact on the district. **Marvin Kenison** added that they were working with their representatives to increase the contribution from the Bureau of Land Management. **Noreen Stone** discussed the challenges of quantifying the impact of Little Sahara due to the nature of calls and the resources required for search and rescue operations.

> **Mark Christensen made a motion to approve the discussed policy changes.**
> **Tyler Jacobson seconded the motion, and the motion passed unanimously.**

Eric Ellis suggested exploring the use of tourism tax to cover costs associated with Little Sahara. **Seth Atkinson** explained most visitors bypass the local area for spending.

Operations Report
Chief Matt Johnson reported on the Operations Board Meeting. The budget was discussed along with the increase in wages. He discussed the need for standardized 10-codes to use over the radios. Fire rosters were discussed with a priority being put on the radio information instead of rosters. The same policies were presented and approved. The next meeting will be on April 10th at 10:30 a.m.
Director's Report

Director Heidi Healy reported on updates on telecommunications week, the new AV equipment and staffing changes. She expressed concern about schools adopting different software without consulting dispatch and requested board members to help address the issue. The radio system continues to face problems and members were encouraged to still report issues to UCA.

Open Forum

Adjourn
Next Meeting: April 13, 2025.

> **Mark Christensen made a motion to adjourn.**
> **Norm Beagly seconded the motion, and the meeting adjourned at 10:21 a.m.**

Ernie John
Ernie John (Apr 17, 2025 15:01 MDT)
______________________________ 17/04/2025
Approval Signature – Vice Chairman - Ernie John ____________________
Date