



🏠 **Location:** 3047 N. 400 W. Spanish Fork, UT
84660
📅 **Date:** August 14, 2025
🕒 **Time:** 0900

Board of Directors

I. Call to order: Terry Ficklin, Chairman

II. Consent Calendar: Terry Ficklin Chairman

- a) Meeting Minutes for June 2025
- b) Warrant Register for June 2025 & July 2025
- c) Financial Statements

III. Business and Action Items:

- a) Election
Ernie John – Chairperson, Election for Vice-Chairperson
- b) Stat Software

IV. Policies:

- a) 03.01 Pay Period, Approval Process and Deductions, revised – Business Manager, Suzee Anderson
- b) 03.03 Job Share, revised – Business Manager, Suzee Anderson
- c) 06.15 COBRA, revised - Business Manager, Suzee Anderson
- d) 11.01 General Guidelines, revised-Operation Manager, Tricia Breinholt
- e) 14.02 Medical Call Processing, revised- Operation Manager, Tricia Breinholt

V. Operations Chair Report: Chief Matt Johnson

VI. Directors Report: Heidi Healy Executive Director

VII. Open Forum

Next Meeting: September 11, 2025

Patriot Day – Need to move meeting?

Attendance in person or
ZOOM Meeting



Board of Directors
Meeting Minutes
Thursday, June 12, 2025
Central Utah 911 Dispatch
3047 N 400 W
Spanish Fork, UT 84660

Members in Attendance:

Shane Sorensen, Alpine City
Ernie John, American Fork City, Vice-Chairman
Robert Morgan, Town of Cedar Hills
David Ulibarri, Eagle Mountain City
William McMullin, Town of Genola
JC Reynolds, Town of Goshen
Marvin Kenison, Juab County
Scott DaBell, Lehi City
Seth Atkinson, Nephi City
Todd Williams, Pleasant Grove
Terry Ficklin, Salem City
Norm Beagley, Santaquin City
Tyler Jacobson, Spanish Fork City
Mark Christensen, City of Saratoga Springs
Eric Ellis, Vineyard City
Dorel Kynaston, Woodland Hills

Absent Members:

David Gustin, Town of Cedar Fort
Jeff Weber, Eagle Mountain City
Jared Peterson, Elk Ridge City
Hollie McKinney, Town of Fairfield
Brittney Bills, Highland City
Scott Spencer, Payson 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
Suzee Anderson, Central Utah 911, Business Manager
Rachel Glassford, Central Utah 911, Performance Development Manager
Marci Legerski, Central Utah 911, Performance Development Supervisor- Fire
April Robbins, Central Utah 911, Performance Development Supervisor- Police
Logan Durrans, Central Utah 911, IT Specialist
Rachel Sevison, Central Utah 911, Records Clerk

Call to Order

Tyler Ficklin called the meeting to order at 9:01 a.m.

Consent Calendar

Tyler Ficklin requested a motion on the consent calendar.

Tyler Jacobson made a motion to approve the consent calendar.

Marvin Kenison seconded the motion. The motion passed unanimously.

Eric Ellis joined the meeting at 9:02 a.m.

Business and Action Items

None, moved on

Policies

8.10- Security Incident Response Plan

The change to this policy was who supervisors need to contact in the event of a security incident.

Tyler Jacobson asked where to find this so others may know protocol

Norm Beagley suggested we make this policy visible for everyone and make sure to train employees

Ernie John made a motion to approve this policy.

Seth Atkinson seconded the motion, the motion passed unanimously

10.03- Visitors in the Dispatch Center

The change to this policy is how we will now shred forms with personal identification information (PII) and keep a log with basic information.

12.01- Police Dispatching

The change made to this policy was adding TEN codes back into it.

Scott DaBell asked why we were adding TEN code back in,

Noreen Stone responded that in several instances it's simply quicker to use TEN code, we use APCO TEN code which is generally accepted across the states.

Sheriff Mike Smith joined at 9:08 a.m.

Seth Atkinson said 10-4 for a motion to approve policies 10.03 and 12.01.

Tyler Jacobson seconded the motion. Motion passed unanimously.

Operations Chair Report: Chief Matt Johnson

The Operations Board discussed the policies on the agenda. Noreen Stone was presented with a quilt made from agency patches and shirts for her retirement. Next Operations Board meeting will be August 7, 2025.

Director's Report: Heidi Healy

Director Healy publicly thanked Noreen for all the years and work she's put in and how positively Noreen has affected the whole staff. Reminder that elections will be held in August. There are no meetings in July due to the holidays. Regarding the security incident, the cyber security team and attorney's have been emailed to wrap things up, we will continue to work with our own legal team. Central Utah 911 is looking at staffing with fire season starting, we want adequate coverage. If agencies need extra channels for special events please give notice so we can facilitate staffing coverage, communication is very important. Heidi gave a heads up on the great 10-200 drill that was done last October, Heidi looks forward to continuing them and getting out vital information and training. Director Healy discussed how moving forward we will continue planning for growth, some changes and restructuring are needed. Heidi really feels it's important to do the right thing to benefit us all and reduce the need for overhauls in the future. 4 new hires will be starting on Monday, including a lateral Mindy Kane who is an experienced dispatcher.

Open Forum

Terry Ficklin brought up Noreen Stone's retirement, looking back at all she's accomplished in her years and how appreciative we are of all her hard work.

Mark Christensen thanked Noreen and asked Heidi if she figured out a solution to the growth restructuring issue to let everyone know. Mark discussed how there is good data in the TSSD and he appreciates everything we do.

Terry Ficklin asked if there was a motion to adjourn the meeting.

Ernie John made a motion to adjourn.

Eric Ellis seconded the motion. It passed unanimously.

Meeting was adjourned at 9:21 a.m.

Next meeting will be August 14, 2025, at 9:00 a.m.

Central Utah 911
Invoice Register: 6/1/2025 to 6/30/2025 - All Invoices

8/11/2025

<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>
Suzee- Quilt Rei	ANDERSON, SUZEE	11816	6/5/2025	6/5/2025	\$350.58			
					350.58	911260.04.911	Employee recognitions	Noreen's Quilt
287311399106X0	AT&T MOBILITY	11848	6/30/2025	6/20/2025	\$139.23			
					139.23	911440.06.911	Cell phones	Cell Phone
5884	Beazley Security, LLC	11891	6/30/2025	6/30/2025	\$4,625.88			
					4,625.88	911740.01.911	General/miscellaneous	Security Incident
PR060625-465	Child Support Services	11829	6/12/2025	6/12/2025	\$502.62			
					502.62	9112236	Child Support Payable	Child Support
PR062025-465	Child Support Services	11838	6/26/2025	6/26/2025	\$502.62			
					502.62	9112236	Child Support Payable	Child Support
	Vendor Total:				\$1,005.24			
06/24/2025	Clark, Micah	11857	6/24/2025	6/24/2025	\$156.10			
					156.10	911150.01.911	Mileage	Mileage for Micah
2025040800	Cyramcom	11819	6/5/2025	6/5/2025	\$817.65			
					817.65	911240.04.911	Language Line	Interperatation Services
2025047875	Cyramcom	11858	6/30/2025	6/30/2025	\$952.89			
					952.89	911240.04.911	Language Line	Language Line
	Vendor Total:				\$1,770.54			
25061630831013	Department of Govenment Operations	11839	6/10/2025	6/10/2025	\$594.48			
					487.00	911260.03.911	Holiday gift for employees	Gift Cards
					56.78	911420.11.911	TechSmith Camtasia	Camtasia
					50.70	911420.11.911	TechSmith Camtasia	Snagit
25061630831409	Department of Govenment Operations	11839	6/10/2025	6/10/2025	\$2,379.70			
					1,277.64	911150.04.911	Lodging	Logan Spillman
					126.14	911260.04.911	Employee recognitions	Book for Noreen
					64.35	911260.04.911	Employee recognitions	T-Shirts for Noreen's quilt
					18.00	911310.05.911	Professional development traini	Pins
					285.00	911310.08.911	Conference registrations	April - Active Shooter
					46.50	911320.02.911	IAEMD Certs/Recerts	EMD
					35.00	911320.05.911	Trainers course (CTO, recerts, e	CTO - Chance
					15.00	911420.13.911	HR LMS	Forms
					33.76	911520.02.911	Janitorial services and supplies	Janitorial Supplies
					97.18	911520.02.911	Janitorial services and supplies	Janitorial Supplies
					95.96	911530.01.911	Grounds maintenance	Lawn Mower Batteries
					285.17	911540.04.911	Dumpster	Trash Collection
25071961641034	Department of Govenment Operations	11870	6/27/2025	7/10/2025	\$1,663.64			
					239.88	911220.01.911	General office supplies	Acrobat Pro
					11.76	911220.01.911	General office supplies	photos
					99.00	911310.05.911	Professional development traini	Protocol 41
					18.00	911310.05.911	Professional development traini	Pins
					425.00	911320.02.911	IAEMD Certs/Recerts	EMD - Nathan Olslen
					425.00	911320.02.911	IAEMD Certs/Recerts	EMD - Mindy Kane
					137.56	911520.01.911	Building maintenance supplies	Filters
					2.33	911520.01.911	Building maintenance supplies	Key
					164.35	911520.02.911	Janitorial services and supplies	Janitorial Supplies
					140.76	911520.02.911	Janitorial services and supplies	Janitorial Supplies
	Vendor Total:				\$4,637.82			
PR060625-581	Equitable Financial Life Insurance Com	11879	6/12/2025	6/12/2025	\$705.44			
					705.44	9112225	Employee life ins payable	Elective Life Insurance
PR062025-581	Equitable Financial Life Insurance Com	11879	6/26/2025	6/26/2025	\$1,748.26			
					705.44	9112225	Employee life ins payable	Elective Life Insurance

Central Utah 911
Invoice Register: 6/1/2025 to 6/30/2025 - All Invoices

8/11/2025

<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>
					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:				\$2,453.70			
PR060625-446	Health Equity	EFT	6/12/2025	6/12/2025	\$3,899.91			
					440.00	9112230	HSA payable	HSA Single - July Benefit
					3,459.91	9112230	HSA payable	HSA Family - July Benefit
PR062025-446	Health Equity	EFT	6/26/2025	6/26/2025	\$3,899.91			
					440.00	9112230	HSA payable	HSA Single - July Benefit
					3,459.91	9112230	HSA payable	HSA Family - July Benefit
	Vendor Total:				\$7,799.82			
9249	HOUSE OF HEARING OREM	11840	6/23/2025	6/23/2025	\$100.00			
					100.00	911410.01.911	Headsets, base stations, batteri	Headset
9250	HOUSE OF HEARING OREM	11840	6/23/2025	6/23/2025	\$100.00			
					100.00	911410.01.911	Headsets, base stations, batteri	Headset
9252	HOUSE OF HEARING OREM	11840	6/23/2025	6/23/2025	\$100.00			
					100.00	911410.01.911	Headsets, base stations, batteri	Headset
	Vendor Total:				\$300.00			
PR060625-448	ICMA 401A	EFT	6/12/2025	6/12/2025	\$12,228.52			
					9,455.53	9112224	Retirement payable	401A ICMA
					2,772.99	9112224	Retirement payable	401A Loan ICMA
PR062025-448	ICMA 401A	EFT	6/26/2025	6/26/2025	\$10,797.10			
					8,024.11	9112224	Retirement payable	401A ICMA
					2,772.99	9112224	Retirement payable	401A Loan ICMA
	Vendor Total:				\$23,025.62			
PR060625-449	ICMA 457	EFT	6/12/2025	6/12/2025	\$13,038.72			
					10,494.12	9112224	Retirement payable	457 ICMA
					2,544.60	9112224	Retirement payable	457 Loan ICMA
PR062025-449	ICMA 457	EFT	6/26/2025	6/26/2025	\$11,668.87			
					8,963.41	9112224	Retirement payable	457 ICMA
					2,705.46	9112224	Retirement payable	457 Loan ICMA
	Vendor Total:				\$24,707.59			
OR3608949	INTERMOUNTAIN WORKMED	11830	6/1/2025	6/1/2025	\$178.00			
					116.00	911240.05.911	Drug Screening	Drug Screen
					62.00	911240.07.911	Audiometry Tests	Audiometry
SP3608787	INTERMOUNTAIN WORKMED	11830	6/1/2025	6/1/2025	\$246.00			
					153.00	911240.05.911	Drug Screening	Drug Screen
					93.00	911240.07.911	Audiometry Tests	Audiometry
	Vendor Total:				\$424.00			
PR060625-444	IRS Tax Deposit	EFT	6/12/2025	6/12/2025	\$19,460.34			
					5,383.08	9112221	Federal taxes payable	Medicare Tax
					14,077.26	9112221	Federal taxes payable	Federal Income Tax
PR062025-444	IRS Tax Deposit	EFT	6/26/2025	6/26/2025	\$35,679.31			
					5,956.20	9112221	Federal taxes payable	Medicare Tax
					29,723.11	9112221	Federal taxes payable	Federal Income Tax
	Vendor Total:				\$55,139.65			
351998	JAN PRO	11820	6/1/2025	6/1/2025	\$1,396.00			
					1,396.00	911520.02.911	Janitorial services and supplies	Janitorial Service - June 2025

Central Utah 911
Invoice Register: 6/1/2025 to 6/30/2025 - All Invoices

8/11/2025

<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>
93453946 PO# 10573	L3Harris Technologies, Inc.	11821	6/4/2025	6/4/2025	\$258.00			
					141.00	911410.02.911	Computer peripheral/tools/acces	Cable XL Mobile USB and RS32
					117.00	911410.02.911	Computer peripheral/tools/acces	Cable, XL Mobile Accessory
0538	McDonal Hopkins LLC	11841	6/10/2025	6/10/2025	\$442.50			
					442.50	911740.01.911	General/miscellaneous	Security Incident
PR060625-684	MetLife	11880	6/12/2025	6/12/2025	\$2,384.36			
					756.36	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					97.16	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
					411.28	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					187.58	9112233	Guardian payable	MetLife Accident - Low
					369.95	9112233	Guardian payable	MetLife Accident - High
					314.99	9112233	Guardian payable	MetLife Pre Tax Critical Illness
PR062025-684	MetLife	11880	6/26/2025	6/26/2025	\$3,661.37			
					1,361.54	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
					193.20	9112228	Visions ins payale	Vision Ins Family
					411.28	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					187.58	9112233	Guardian payable	MetLife Accident - Low
					376.82	9112233	Guardian payable	MetLife Accident - High
					314.99	9112233	Guardian payable	MetLife Pre Tax Critical Illness
	Vendor Total:				\$6,045.73			
PR060625-739	Midland Credit Management	X999	6/12/2025	6/12/2025	\$477.69			
					477.69	9112232	Garnishments payable	Garnishment
PR062025-739	Midland Credit Management	X999	6/26/2025	6/26/2025	\$464.89			
					464.89	9112232	Garnishments payable	Garnishment
reversal June	Midland Credit Management	X999	6/26/2025	6/26/2025	(\$942.58)			
					-942.58	9112232	Garnishments payable	Garnishment reversal
	Vendor Total:				\$0.00			
1073664	NATIONAL BENEFITS SERVICES LLC	11853	6/30/2025	6/30/2025	\$52.00			
					52.00	911110.03.911	Employee benefits	Administration Fees
CP414448	NATIONAL BENEFITS SERVICES LLC	11884	6/8/2025	6/8/2025	\$88.16			
					88.16	9112229	FSA payable	Claims Paid
CP416856	NATIONAL BENEFITS SERVICES LLC	11859	6/30/2025	7/6/2025	\$22.00			
					22.00	9112229	FSA payable	Claims Paid
	Vendor Total:				\$162.16			
Garnishment 3	OLSON SHANER	11842	6/26/2025	6/26/2025	\$464.89			
					464.89	9112232	Garnishments payable	Garnishment
PR060625-558	PEHP	11843	6/12/2025	6/12/2025	\$373.57			
					156.45	9112226	Health ins payable	Traditional Insurance - Single
					129.52	9112226	Health ins payable	Traditional Insurance - Double
					87.60	9112226	Health ins payable	Traditional Insurance - Family
PR062025-558	PEHP	11843	6/26/2025	6/26/2025	\$52,253.53			
					4,850.88	9112226	Health ins payable	HDHP - Single Plan

Central Utah 911
Invoice Register: 6/1/2025 to 6/30/2025 - All Invoices

8/11/2025

<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>
					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			
0864-002105303	REPUBLIC SERVICES #864	11823	6/1/2025	6/1/2025	\$285.17			
					285.17	911540.04.911	Dumpster	3-0864-0074463
13034573	Spectrotel	11831	6/1/2025	6/1/2025	\$946.66			
					946.66	911440.01.911	911 phones (selective router, N	Telephone
13095195	Spectrotel	11864	6/30/2025	7/1/2025	\$944.49			
					944.49	911440.01.911	911 phones (selective router, N	Phones
	Vendor Total:				\$1,891.15			
6425	The Partridge Group	11832	6/5/2025	6/5/2025	\$1,704.00			
					1,704.00	911240.06.911	Pre-Employment Psychological	Pre-Employment Psychological
7	UTAH APCO CHAPTER	11844	6/22/2025	6/22/2025	\$300.00			
					300.00	911310.08.911	Conference registrations	Conference
63633	UTAH COUNTY AUDITOR	11825	6/4/2025	6/4/2025	\$750.25			
					750.25	911440.07.911	Fiber connectivity	Copper Telecommunications Pai
63668	UTAH COUNTY AUDITOR	11834	6/6/2025	6/6/2025	\$1,564.00			
					1,564.00	911540.01.911	Electricity	Electrical Usage - May 2024
63862	UTAH COUNTY AUDITOR	11865	6/30/2025	7/9/2025	\$1,689.57			
					1,689.57	911540.01.911	Electricity	Electrical Usage - June 2025
	Vendor Total:				\$4,003.82			
1619590	UTAH LOCAL GOVERNMENTS TRUST	11826	6/3/2025	6/3/2025	\$418.50			
					418.50	911110.03.911	Employee benefits	Workers Comp- June
PR060625-151	UTAH RETIREMENT SYSTEMS	EFT	6/12/2025	6/12/2025	\$29,425.94			
					27,001.53	9112224	Retirement payable	State Retirement URS
					2,339.01	9112224	Retirement payable	401k URS
					85.40	9112224	Retirement payable	401K Loan URS
PR062025-151	UTAH RETIREMENT SYSTEMS	EFT	6/26/2025	6/26/2025	\$25,131.04			
					23,026.00	9112224	Retirement payable	State Retirement URS
					2,019.64	9112224	Retirement payable	401k URS
					85.40	9112224	Retirement payable	401K Loan URS
	Vendor Total:				\$54,556.98			
PR060625-445	Utah State Tax Commission	11845	6/12/2025	6/12/2025	\$5,848.10			
					5,848.10	9112223	State taxes payable	State Income Tax
PR062025-445	Utah State Tax Commission	11845	6/26/2025	6/26/2025	\$7,591.18			
					7,591.18	9112223	State taxes payable	State Income Tax
	Vendor Total:				\$13,439.28			
CIV202506-0000	Utopia Fiber	11827	6/1/2025	6/1/2025	\$588.00			
					588.00	911440.08.911	Internet	Internet
PR060625-456	VASA Fitness	11846	6/12/2025	6/12/2025	\$42.50			
					42.50	9112234	Golds Gym Member payable	Gym Membership
PR062025-456	VASA Fitness	11846	6/26/2025	6/26/2025	\$42.50			
					42.50	9112234	Golds Gym Member payable	Gym Membership
	Vendor Total:				\$85.00			
	Total:				\$265,204.05			

Central Utah 911
Invoice Register: 6/1/2025 to 6/30/2025 - All Invoices

8/11/2025

<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>
					156.10	911150.01.911	Mileage	
					1,277.64	911150.04.911	Lodging	
					251.64	911220.01.911	General office supplies	
					55,139.65	9112221	Federal taxes payable	
					13,439.28	9112223	State taxes payable	
					102,290.19	9112224	Retirement payable	
					2,453.70	9112225	Employee life ins payable	
					52,627.10	9112226	Health ins payable	
					2,964.30	9112227	Dental ins payable	
					506.96	9112228	Visions ins payable	
					110.16	9112229	FSA payable	
					7,799.82	9112230	HSA payable	
					464.89	9112232	Garnishments payable	
					2,574.47	9112233	Guardian payable	
					85.00	9112234	Golds Gym Member payable	
					1,005.24	9112236	Child Support Payable	
					1,770.54	911240.04.911	Language Line	
					269.00	911240.05.911	Drug Screening	
					1,704.00	911240.06.911	Pre-Employment Psychological	
					155.00	911240.07.911	Audiometry Tests	
					487.00	911260.03.911	Holiday gift for employees	
					541.07	911260.04.911	Employee recognitions	
					135.00	911310.05.911	Professional development traini	
					585.00	911310.08.911	Conference registrations	
					896.50	911320.02.911	IAEMD Certs/Recerts	
					35.00	911320.05.911	Trainers course (CTO, recerts, e	
					300.00	911410.01.911	Headsets, base stations, batteri	
					258.00	911410.02.911	Computer peripheral/tools/acces	
					107.48	911420.11.911	TechSmith Camtasia	
					15.00	911420.13.911	HR LMS	
					1,891.15	911440.01.911	911 phones (selective router, N	
					139.23	911440.06.911	Cell phones	
					750.25	911440.07.911	Fiber connectivity	
					588.00	911440.08.911	Internet	
					139.89	911520.01.911	Building maintenance supplies	
					1,832.05	911520.02.911	Janitorial services and supplies	
					95.96	911530.01.911	Grounds maintenance	
					3,253.57	911540.01.911	Electricity	
					570.34	911540.04.911	Dumpster	
					5,068.38	911740.01.911	General/miscellaneous	
					265,204.05		Total	
					\$265,204.05		GL Account Summary Total	

Central Utah 911
Invoice Register: 7/1/2025 to 7/31/2025 - All Invoices

8/11/2025

<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>
INV00419329	ALADTEC INC.	11882	7/1/2025	5/22/2025	\$7,074.22			
					7,074.22	911420.01.911	Schedule software	Aladtec
287311399106X0	AT&T MOBILITY	11890	7/20/2025	7/20/2025	\$139.23			
					139.23	911440.06.911	Cell phones	Cell Phone
PR070425-465	Child Support Services	11856	7/10/2025	7/10/2025	\$502.62			
					502.62	9112236	Child Support Payable	Child Support
PR071825-465	Child Support Services	11869	7/23/2025	7/23/2025	\$502.62			
					502.62	9112236	Child Support Payable	Child Support
	Vendor Total:				\$1,005.24			
2025051482	Cyracom	11893	7/31/2025	7/31/2025	\$992.22			
					992.22	911240.04.911	Language Line	Translation Services
26071961410243	Department of Govenment Operations	11870	7/1/2025	7/10/2025	\$921.72			
					730.94	911220.01.911	General office supplies	Desks / Screens / Scanners
					125.00	911310.08.911	Conference registrations	TAC
					15.00	911420.13.911	HR LMS	Forms
					50.78	911530.04.911	Equipment	Lube
1752129	Equitable Financial Life Insurance Com	11879	7/28/2025	7/28/2025	\$161.97			
					161.97	9112225	Employee life ins payable	Adjustments
PR070425-581	Equitable Financial Life Insurance Com	11879	7/10/2025	7/10/2025	\$700.21			
					700.21	9112225	Employee life ins payable	Elective Life Insurance
PR071825-581	Equitable Financial Life Insurance Com	11879	7/23/2025	7/23/2025	\$1,812.20			
					700.21	9112225	Employee life ins payable	Elective Life Insurance
					207.04	9112225	Employee life ins payable	Basic Life & AD&D Insurance
					874.23	9112225	Employee life ins payable	Long Term Disability
					30.72	9112225	Employee life ins payable	Dependent Life Insurance
	Vendor Total:				\$2,674.38			
INV118081	FRONTLINE PUBLIC SAFETY SOLUTI	11849	7/1/2025	7/1/2025	\$11,658.94			
					11,658.94	911420.04.911	Frontline	Frontline
23q35md	Health Equity	11850	7/1/2025	6/25/2025	\$69.30			
					69.30	9112230	HSA payable	Health Equity Fee
PR070425-446	Health Equity	EFT	7/10/2025	7/10/2025	\$6,657.32			
					1,094.06	9112230	HSA payable	HSA Single - July Benefit
					5,563.26	9112230	HSA payable	HSA Family - July Benefit
PR071825-446	Health Equity	EFT	7/23/2025	7/23/2025	\$6,882.32			
					1,094.06	9112230	HSA payable	HSA Single - July Benefit
					5,788.26	9112230	HSA payable	HSA Family - July Benefit
	Vendor Total:				\$13,608.94			
9289	HOUSE OF HEARING OREM	11871	7/1/2025	7/1/2025	\$100.00			
					100.00	911410.01.911	Headsets, base stations, batteri	Earmold
PR070425-448	ICMA 401A	eft	7/10/2025	7/10/2025	\$11,742.71			
					8,969.72	9112224	Retirement payable	401A ICMA
					2,772.99	9112224	Retirement payable	401A Loan ICMA
PR071825-448	ICMA 401A	EFT	7/23/2025	7/23/2025	\$11,866.74			
					9,093.75	9112224	Retirement payable	401A ICMA
					2,772.99	9112224	Retirement payable	401A Loan ICMA
	Vendor Total:				\$23,609.45			
PR070425-449	ICMA 457	eft	7/10/2025	7/10/2025	\$12,563.79			
					9,858.33	9112224	Retirement payable	457 ICMA

Central Utah 911
Invoice Register: 7/1/2025 to 7/31/2025 - All Invoices

8/11/2025

<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>
					2,705.46	9112224	Retirement payable	457 Loan ICMA
PR071825-449	ICMA 457	EFT	7/23/2025	7/23/2025	\$12,736.41			
					10,030.95	9112224	Retirement payable	457 ICMA
					2,705.46	9112224	Retirement payable	457 Loan ICMA
	Vendor Total:				\$25,300.20			
1101291628 PO# 10576	INSIGHT	11872	7/9/2025	7/9/2025	\$3,614.55			
					0.45	911110.01.911	Wages	adjustment
					3,614.10	911420.17.911	Online Backup	Veeam Data Cloud Vault
OR3627072	INTERMOUNTAIN WORKMED	11895	7/22/2025	7/22/2025	\$82.00			
					51.00	911240.05.911	Drug Screening	Drug Screen
					31.00	911240.07.911	Audiometry Tests	Audiometry
PR070425-444	IRS Tax Deposit	eft	7/10/2025	7/10/2025	\$20,608.33			
					5,005.88	9112221	Federal taxes payable	Medicare Tax
					15,602.45	9112221	Federal taxes payable	Federal Income Tax
PR071825-444	IRS Tax Deposit	EFT	7/23/2025	7/23/2025	\$19,188.25			
					5,011.98	9112221	Federal taxes payable	Medicare Tax
					14,176.27	9112221	Federal taxes payable	Federal Income Tax
	Vendor Total:				\$39,796.58			
3862	ISpy Fire, Inc.	11851	7/1/2025	5/7/2025	\$22,425.00			
					22,425.00	911430.08.911	Notification System	I Spy
352724	JAN PRO	11852	7/1/2025	7/1/2025	\$1,396.00			
					1,396.00	911520.02.911	Janitorial services and supplies	Janitorial Service - July 2025
353469	JAN PRO	11883	7/31/2025	7/31/2025	\$1,396.00			
					1,396.00	911520.02.911	Janitorial services and supplies	Janitorial Service - August 2025
	Vendor Total:				\$2,792.00			
86246171	MetLife	11880	7/1/2025	7/1/2025	\$202.16			
					202.16	9112227	Dental ins payable	Adjust
86605010	MetLife	11880	7/28/2025	7/28/2025	\$168.73			
					168.73	9112227	Dental ins payable	Adjustments
PR070425-684	MetLife	11880	7/10/2025	7/10/2025	\$2,531.56			
					846.26	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					161.81	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P
					38.10	9112228	Visions ins payale	Vision Ins Single
					48.06	9112228	Visions ins payale	Vision Ins Two Party
					193.20	9112228	Visions ins payale	Vision Ins Family
					334.66	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					255.15	9112233	Guardian payable	MetLife Accident - Low
					319.94	9112233	Guardian payable	MetLife Accident - High
					334.38	9112233	Guardian payable	MetLife Pre Tax Critical Illness
PR071825-684	MetLife	11880	7/23/2025	7/23/2025	\$3,913.60			
					1,443.05	9112227	Dental ins payable	Dental Ins Pre Tax Family-Plat
					439.74	9112227	Dental ins payable	Dental Ins Pre Tax Single-Plat
					507.32	9112227	Dental ins payable	Dental Ins Pre Tax Two Party-P
					38.10	9112228	Visions ins payale	Vision Ins Single
					48.06	9112228	Visions ins payale	Vision Ins Two Party
					193.20	9112228	Visions ins payale	Vision Ins Family
					334.66	9112233	Guardian payable	MetLife Pre Tax Hospital Indemn
					255.15	9112233	Guardian payable	MetLife Accident - Low
					319.94	9112233	Guardian payable	MetLife Accident - High
					334.38	9112233	Guardian payable	MetLife Pre Tax Critical Illness

Central Utah 911
Invoice Register: 7/1/2025 to 7/31/2025 - All Invoices

8/11/2025

<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>
Vendor Total:					\$6,816.05			
PR070425-739	Midland Credit Management	X999	7/10/2025	7/10/2025	\$500.39	9112232	Garnishments payable	Garnishment
					500.39			
PR071825-739	Midland Credit Management	X999	7/23/2025	7/23/2025	\$23.96	9112232	Garnishments payable	Garnishment
					23.96			
Taylor Higginson	Midland Credit Management	X999	7/23/2025	7/23/2025	(\$23.96)	9112232	Garnishments payable	Garnishment reversal
					-23.96			
Vendor Total:					\$500.39			
1084759	NATIONAL BENEFITS SERVICES LLC	11884	7/31/2025	7/31/2025	\$52.00	911110.03.911	Employee benefits	NBS
					52.00			
CP417857	NATIONAL BENEFITS SERVICES LLC	11873	7/20/2025	7/20/2025	\$177.62	9112229	FSA payable	Claims Paid
					177.62			
Vendor Total:					\$229.62			
44527	NLE	11860	7/1/2025	7/1/2025	\$14,551.00	911420.02.911	Renewals for firewall	Coterm network equipment
PO# 10579					11,401.00			
					3,150.00	911420.02.911	Renewals for firewall	NLE Pre-paid service hours
Meals - POST an	Olsen, Nathan Trevor	11885	7/14/2025	7/14/2025	\$60.00	911150.06.911	Meals - at training	Meals
					60.00			
Mileage - POST	Olsen, Nathan Trevor	11885	7/14/2025	7/14/2025	\$580.30	911150.01.911	Mileage	Mileage
					580.30			
Vendor Total:					\$640.30			
Garnishment 4	OLSON SHANER	11861	7/17/2025	7/17/2025	\$500.39	9112232	Garnishments payable	Garnishment
					500.39			
Garnishment 5	OLSON SHANER	11874	7/18/2025	7/18/2025	\$497.88	9112232	Garnishments payable	Garnishment
					497.88			
Vendor Total:					\$998.27			
PDQ-55905	PDQ.com	11875	7/17/2025	7/17/2025	\$1,402.50	911420.10.911	Renewals for SplashTop, PDQ,	PDQ Deploy & Inventory
PO# 10583					1,402.50			
584396	PEHP	11881	7/28/2025	7/28/2025	\$54,423.84	9112226	Health ins payable	July / August Bills
					54,423.84			
PR070425-558	PEHP	11881	7/10/2025	7/10/2025	\$792.94	9112226	Health ins payable	Traditional Insurance - Single
					186.72			
					257.68	9112226	Health ins payable	Traditional Insurance - Double
					348.54	9112226	Health ins payable	Traditional Insurance - Family
PR071825-558	PEHP	11881	7/23/2025	7/23/2025	\$60,407.70	9112226	Health ins payable	HDHP - Single Plan
					6,592.40			
					35,071.34	9112226	Health ins payable	HDHP - Family Plan
					2,164.44	9112226	Health ins payable	Traditional Insurance - Single
					9,552.34	9112226	Health ins payable	HDHP - Double
					2,986.92	9112226	Health ins payable	Traditional Insurance - Double
					4,040.26	9112226	Health ins payable	Traditional Insurance - Family
Vendor Total:					\$115,624.48			
250701	PELORUS METHODS	11854	7/1/2025	6/1/2025	\$1,150.00	911420.13.911	HR LMS	Software & Support
					1,150.00			
SIN410304	PRIORITY DISPATCH CORPORATION	11862	7/1/2025	7/1/2025	\$15,400.00	911430.06.911	ProQA/AQUA support	PRO QA/Aqua
					15,400.00			
0864-002113750	REPUBLIC SERVICES #864	11863	7/1/2025	7/1/2025	\$339.13	911540.04.911	Dumpster	Dumpster
					339.13			

Central Utah 911
Invoice Register: 7/1/2025 to 7/31/2025 - All Invoices

8/11/2025

<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>
0864-002143521	REPUBLIC SERVICES #864	11898	7/31/2025	7/31/2025	\$343.65			
					343.65	911540.04.911	Dumpster	Dumpster
	Vendor Total:				\$682.78			
Meals - POST an	Solorzano, Kressa Sage	11886	7/14/2025	7/14/2025	\$54.95			
					54.95	911150.06.911	Meals - at training	Meals - POST and Ride Alongs
Mileage - POST	Solorzano, Kressa Sage	11886	7/14/2025	7/14/2025	\$103.60			
					103.60	911150.01.911	Mileage	Mileage
	Vendor Total:				\$158.55			
07.20.2025	SPANISH FORK CITY	11868	7/22/2025	7/22/2025	\$1,227.81			
					1,227.81	911540.02.911	Water and sewer	Water & Sewer
102950	SPANISH FORK CITY	11876	7/21/2025	7/21/2025	\$14,697.33			
					14,697.33	911240.01.911	Legal services	Legal Services
	Vendor Total:				\$15,925.14			
INV-0019952	Threads Culture	11855	7/1/2025	6/26/2025	\$314.10			
					314.10	911420.13.911	HR LMS	Threads Software
INV-0020081	Threads Culture	11899	7/26/2025	7/26/2025	\$314.10			
					314.10	911420.13.911	HR LMS	Threads Software
	Vendor Total:				\$628.20			
63825	UTAH COUNTY AUDITOR	11865	7/2/2025	7/2/2025	\$472.48			
					472.48	911440.07.911	Fiber connectivity	Fiber - July 2025
1621040	UTAH LOCAL GOVERNMENTS TRUST	EFT	7/3/2025	7/3/2025	\$16,867.80			
					16,867.80	911250.01.911	General liability insurance	Property
1621041	UTAH LOCAL GOVERNMENTS TRUST	EFT	7/3/2025	7/3/2025	\$8,860.32			
					8,860.32	911250.04.911	Facility property insurance	Property Insurance
1622148	UTAH LOCAL GOVERNMENTS TRUST	EFT	7/3/2025	7/3/2025	\$504.95			
					504.95	911110.03.911	Employee benefits	Workers Comp - July/
	Vendor Total:				\$26,233.07			
PR070425-151	UTAH RETIREMENT SYSTEMS	eft	7/10/2025	7/10/2025	\$26,121.18			
					24,107.48	9112224	Retirement payable	State Retirement URS
					1,928.30	9112224	Retirement payable	401k URS
					85.40	9112224	Retirement payable	401K Loan URS
PR071825-151	UTAH RETIREMENT SYSTEMS	EFT	7/23/2025	7/23/2025	\$26,160.57			
					24,164.20	9112224	Retirement payable	State Retirement URS
					1,910.97	9112224	Retirement payable	401k URS
					85.40	9112224	Retirement payable	401K Loan URS
	Vendor Total:				\$52,281.75			
PR070425-445	Utah State Tax Commission	11877	7/10/2025	7/10/2025	\$6,346.08			
					6,346.08	9112223	State taxes payable	State Income Tax
PR071825-445	Utah State Tax Commission	11877	7/23/2025	7/23/2025	\$5,871.97			
					5,871.97	9112223	State taxes payable	State Income Tax
	Vendor Total:				\$12,218.05			
CIV202507-0000	Utopia Fiber	11866	7/1/2025	7/1/2025	\$588.00			
					588.00	911440.08.911	Internet	Internet
PR070425-456	VASA Fitness	11878	7/10/2025	7/10/2025	\$42.50			
					42.50	9112234	Golds Gym Member payable	Gym Membership
PR071825-456	VASA Fitness	11878	7/23/2025	7/23/2025	\$42.50			
					42.50	9112234	Golds Gym Member payable	Gym Membership

Central Utah 911
Invoice Register: 7/1/2025 to 7/31/2025 - All Invoices

8/11/2025

<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>
Vendor Total:					\$85.00			
70740	WestPro	11867	7/1/2025	7/1/2025	\$1,111.03			
					1,111.03	911260.04.911	Employee recognitions	Shirts for Birthdays
Meals - POST an	Wood, Heather Lynne	11889	7/14/2025	7/14/2025	\$42.94			
					42.94	911150.06.911	Meals - at training	Meals - POST and Ride Along
Mileage - POST	Wood, Heather Lynne	11889	7/14/2025	7/14/2025	\$103.60			
					103.60	911150.01.911	Mileage	Mileage POST
Vendor Total:					\$146.54			
Total:					\$423,637.87			

GL Account Summary

0.45	911110.01.911	Wages
556.95	911110.03.911	Employee benefits
787.50	911150.01.911	Mileage
157.89	911150.06.911	Meals - at training
730.94	911220.01.911	General office supplies
39,796.58	9112221	Federal taxes payable
12,218.05	9112223	State taxes payable
101,191.40	9112224	Retirement payable
2,674.38	9112225	Employee life ins payable
115,624.48	9112226	Health ins payable
3,769.07	9112227	Dental ins payable
558.72	9112228	Visions ins payable
177.62	9112229	FSA payable
13,608.94	9112230	HSA payable
1,498.66	9112232	Garnishments payable
2,488.26	9112233	Guardian payable
85.00	9112234	Golds Gym Member payable
1,005.24	9112236	Child Support Payable
14,697.33	911240.01.911	Legal services
992.22	911240.04.911	Language Line
51.00	911240.05.911	Drug Screening
31.00	911240.07.911	Audiometry Tests
16,867.80	911250.01.911	General liability insurance
8,860.32	911250.04.911	Facility property insurance
1,111.03	911260.04.911	Employee recognitions
125.00	911310.08.911	Conference registrations
100.00	911410.01.911	Headsets, base stations, batteri
7,074.22	911420.01.911	Schedule software
14,551.00	911420.02.911	Renewals for firewall
11,658.94	911420.04.911	Frontline
1,402.50	911420.10.911	Renewals for SplashTop, PDQ,
1,793.20	911420.13.911	HR LMS
3,614.10	911420.17.911	Online Backup
15,400.00	911430.06.911	ProQA/AQUA support
22,425.00	911430.08.911	Notification System
139.23	911440.06.911	Cell phones
472.48	911440.07.911	Fiber connectivity
588.00	911440.08.911	Internet
2,792.00	911520.02.911	Janitorial services and supplies
50.78	911530.04.911	Equipment
1,227.81	911540.02.911	Water and sewer
682.78	911540.04.911	Dumpster
423,637.87		Total

\$423,637.87

GL Account Summary Total

Central Utah 911
Operational Budget Report
911 Central Utah 911 - 07/01/2024 to 06/30/2025
100.00% of the fiscal year has expired

	Prior YTD Actual	June Actual	2025 YTD Actual	2025 Budget	Unearned/ Unused	% Earned/ Used
Income from operations						
Income						
Taxes						
310-100 USER FEES	3,520,557.41	1,603,039.48	4,430,700.32	4,951,717.00	521,016.68	89.48%
310-300 911 REVENUES	2,309,069.59	231,329.25	2,807,375.36	2,981,508.00	174,132.64	94.16%
Total Taxes	5,829,627.00	1,834,368.73	7,238,075.68	7,933,225.00	695,149.32	91.24%
Intergovernmental revenue						
370-100 GRANTS	(80.00)	0.00	(6,715.00)	2,800.00	9,515.00	-239.82%
Total Intergovernmental revenue	(80.00)	0.00	(6,715.00)	2,800.00	9,515.00	-239.82%
Interest						
360-100 INTEREST INCOME	126,794.06	7,040.56	99,162.83	125,150.00	25,987.17	79.24%
Total Interest	126,794.06	7,040.56	99,162.83	125,150.00	25,987.17	79.24%
Miscellaneous revenue						
360-900 MISCELLANEOUS REVENUE	49,334.23	388,684.66	393,260.28	0.00	(393,260.28)	0.00%
Total Miscellaneous revenue	49,334.23	388,684.66	393,260.28	0.00	(393,260.28)	0.00%
Total Income	6,005,675.29	2,230,093.95	7,723,783.79	8,061,175.00	337,391.21	95.81%
Expenses						
110-130 Salaries and Benefits						
Salaries						
110.01.911 Wages	3,699,466.93	367,716.66	4,094,445.45	4,502,250.00	407,804.55	90.94%
110.02.911 Overtime	396,077.41	36,243.49	430,924.15	450,000.00	19,075.85	95.76%
110.04.911 Performance-based increas	0.00	0.00	0.00	250,000.00	250,000.00	0.00%
Total Salaries	4,095,544.34	403,960.15	4,525,369.60	5,202,250.00	676,880.40	86.99%
Benefits						
110.03.911 Employee benefits	1,681,334.07	131,409.22	1,764,310.56	2,160,000.00	395,689.44	81.68%
Total Benefits	1,681,334.07	131,409.22	1,764,310.56	2,160,000.00	395,689.44	81.68%
Total 110-130 Salaries and Benefits	5,776,878.41	535,369.37	6,289,680.16	7,362,250.00	1,072,569.84	85.43%
150 Travel/Transportation						
150.01.911 Mileage	5,213.61	156.10	6,764.32	4,300.00	(2,464.32)	157.31%
150.03.911 Transportation	557.78	0.00	1,082.39	3,000.00	1,917.61	36.08%
150.04.911 Lodging	4,621.58	1,277.64	3,480.35	3,000.00	(480.35)	116.01%
150.05.911 Per Diem - out of area	1,027.00	0.00	0.00	2,500.00	2,500.00	0.00%
150.06.911 Meals - at training	538.58	0.00	608.09	1,500.00	891.91	40.54%
150.07.911 Other (parking, etc.)	24.00	0.00	42.90	300.00	257.10	14.30%
Total 150 Travel/Transportation	11,982.55	1,433.74	11,978.05	14,600.00	2,621.95	82.04%
160 Miscellaneous						
160.01.911 Wire transfers/bank fees	1,726.40	14.18	134.49	600.00	465.51	22.42%
Total 160 Miscellaneous	1,726.40	14.18	134.49	600.00	465.51	22.42%
210 Books/Subscr/Memberships						
210.01.911 APCO Memberships	1,807.99	0.00	1,861.00	1,800.00	(61.00)	103.39%
210.03.911 Utah Government Finance As	0.00	0.00	50.00	50.00	0.00	100.00%
210.04.911 Utah County EMS Council Du	175.00	0.00	175.00	175.00	0.00	100.00%
Total 210 Books/Subscr/Memberships	1,982.99	0.00	2,086.00	2,025.00	(61.00)	103.01%
220 Office Expense & Supplies						
220.01.911 General office supplies	3,396.31	251.64	2,081.46	1,500.00	(581.46)	138.76%
220.02.911 Printing	134.90	0.00	880.00	250.00	(630.00)	352.00%
220.03.911 Copier supplies/usage	102.38	0.00	124.46	200.00	75.54	62.23%
220.04.911 Printer supplies (toner)	351.35	0.00	0.00	500.00	500.00	0.00%
220.05.911 Postage	243.95	0.00	259.95	200.00	(59.95)	129.98%
Total 220 Office Expense & Supplies	4,228.89	251.64	3,345.87	2,650.00	(695.87)	126.26%
230 Public Notices						
230.01.911 Public notices/district	65.99	0.00	30.99	400.00	369.01	7.75%
230.02.911 Job advertisements	302.43	0.00	25.00	0.00	(25.00)	0.00%
Total 230 Public Notices	368.42	0.00	55.99	400.00	344.01	14.00%
240 Professional Services						
240.01.911 Legal services	5,000.00	0.00	6,000.00	6,000.00	0.00	100.00%
240.02.911 Audit service - financial	10,800.00	0.00	10,400.00	11,000.00	600.00	94.55%
240.03.911 Audit - BEMS	135.00	0.00	0.00	65.00	65.00	0.00%
240.04.911 Language Line	9,574.44	1,770.54	11,607.18	8,500.00	(3,107.18)	136.56%

Central Utah 911
Operational Budget Report
911 Central Utah 911 - 07/01/2024 to 06/30/2025
100.00% of the fiscal year has expired

	Prior YTD Actual	June Actual	2025 YTD Actual	2025 Budget	Unearned/ Unused	% Earned/ Used
240.05.911 Drug Screening	1,575.00	269.00	732.00	2,500.00	1,768.00	29.28%
240.06.911 Pre-Employment Psychologic	7,242.00	1,704.00	8,190.00	5,500.00	(2,690.00)	148.91%
240.07.911 Audiometry Tests	502.00	155.00	425.00	500.00	75.00	85.00%
Total 240 Professional Services	34,828.44	3,898.54	37,354.18	34,065.00	(3,289.18)	109.66%
250 Insurance Bonds						
250.01.911 General liability insurance	13,798.00	0.00	15,039.83	14,000.00	(1,039.83)	107.43%
250.02.911 Treasurers and notary bonds	494.00	0.00	444.00	0.00	(444.00)	0.00%
250.03.911 Crime insurance	425.00	0.00	425.00	425.00	0.00	100.00%
250.04.911 Facility property insurance	8,109.52	0.00	7,866.22	8,200.00	333.78	95.93%
Total 250 Insurance Bonds	22,826.52	0.00	23,775.05	22,625.00	(1,150.05)	105.08%
260 Misellaneous Supplies						
260.01.911 Business expenses (meeting	1,029.52	0.00	552.46	1,650.00	1,097.54	33.48%
260.02.911 Telecommunicator week	3,385.22	0.00	4,182.73	3,520.00	(662.73)	118.83%
260.03.911 Holiday gift for employees	6,852.73	487.00	4,919.73	6,880.00	1,960.27	71.51%
260.04.911 Employee recognitions	5,128.56	541.07	4,336.73	4,400.00	63.27	98.56%
Total 260 Misellaneous Supplies	16,396.03	1,028.07	13,991.65	16,450.00	2,458.35	85.06%
310 Training and Education						
310.01.911 Dispatcher CME/In-service tr	727.16	0.00	452.84	1,000.00	547.16	45.28%
310.03.911 Supervisory training	932.00	0.00	475.00	2,000.00	1,525.00	23.75%
310.04.911 Administrative training	1,397.00	0.00	497.00	1,000.00	503.00	49.70%
310.05.911 Professional development trai	584.59	135.00	2,065.25	2,500.00	434.75	82.61%
310.06.911 Education materials/supplies	95.00	0.00	19.00	200.00	181.00	9.50%
310.07.911 Public education supplies	831.29	0.00	918.16	800.00	(118.16)	114.77%
310.08.911 Conference registrations	3,029.91	585.00	4,491.44	5,000.00	508.56	89.83%
520-340 COUNTY WIDE TRAINING	195.21	0.00	400.76	0.00	(400.76)	0.00%
Total 310 Training and Education	7,792.16	720.00	9,319.45	12,500.00	3,180.55	74.56%
320 Certifications						
320.01.911 IAEFD Certs/Recerts	5,656.50	0.00	1,839.50	5,000.00	3,160.50	36.79%
320.02.911 IAEMD Certs/Recerts	5,147.50	896.50	8,294.50	1,500.00	(6,794.50)	552.97%
320.04.911 CPR Certs/Recert	574.56	0.00	0.00	0.00	0.00	0.00%
320.05.911 Trainers course (CTO, recerts	1,808.00	35.00	2,605.00	3,000.00	395.00	86.83%
Total 320 Certifications	13,186.56	931.50	12,739.00	9,500.00	(3,239.00)	134.09%
410 Information Technology						
410.01.911 Headsets, base stations, batt	5,848.57	300.00	5,805.43	7,500.00	1,694.57	77.41%
410.02.911 Computer peripheral/tools/ac	2,111.74	258.00	2,043.27	2,000.00	(43.27)	102.16%
Total 410 Information Technology	7,960.31	558.00	7,848.70	9,500.00	1,651.30	82.62%
420 Software Licensing/Renewals						
420.01.911 Schedule software	6,216.00	0.00	41,737.33	6,500.00	(35,237.33)	642.11%
420.02.911 Renewals for firewall	13,559.00	0.00	15,996.00	13,500.00	(2,496.00)	118.49%
420.03.911 Exchange online	5,185.01	0.00	8,648.28	5,800.00	(2,848.28)	149.11%
420.04.911 Frontline	10,575.00	0.00	11,103.75	11,000.00	(103.75)	100.94%
420.05.911 VM backup	1,074.33	0.00	1,989.46	2,000.00	10.54	99.47%
420.07.911 Renewals for Spam Hero, We	955.88	0.00	0.00	500.00	500.00	0.00%
420.08.911 Domain registration	139.02	0.00	93.00	200.00	107.00	46.50%
420.09.911 Website hosting	105.52	0.00	565.82	250.00	(315.82)	226.33%
420.10.911 Renewals for SplashTop, PD	2,128.20	0.00	2,208.15	2,400.00	191.85	92.01%
420.11.911 TechSmith Camtasia	97.20	107.48	107.48	200.00	92.52	53.74%
420.12.911 PDF solution	377.63	0.00	0.00	360.00	360.00	0.00%
420.13.911 HR LMS	2,598.30	15.00	5,078.20	4,000.00	(1,078.20)	126.96%
420.15.911 Rapid SOS/Prepared 911	39,380.00	0.00	39,855.00	40,000.00	145.00	99.64%
Total 420 Software Licensing/Renewals	82,391.09	122.48	127,382.47	86,710.00	(40,672.47)	146.91%
430 IT Maintenance & Support						
430.01.911 Radio support/maintenance	11,003.82	0.00	8,421.60	11,000.00	2,578.40	76.56%
430.02.911 Spillman & Hiplink mainten	30,095.30	0.00	25,042.13	40,000.00	14,957.87	62.61%
430.03.911 Criticall support	4,257.93	0.00	4,395.00	4,000.00	(395.00)	109.88%
430.04.911 Financial Software support	4,600.00	0.00	4,250.00	5,000.00	750.00	85.00%
430.05.911 Priority dispatch card support	0.00	0.00	5,049.00	5,000.00	(49.00)	100.98%
430.06.911 ProQA/AQUA support	7,849.25	0.00	2,800.25	5,000.00	2,199.75	56.01%
430.08.911 Notification System	22,425.00	0.00	22,425.00	23,000.00	575.00	97.50%
430.09.911 Fire Paging/Alerting	51,512.33	0.00	15,552.00	61,000.00	45,448.00	25.50%
430.10.911 Logging Recorder Mainten	4,953.01	0.00	5,296.33	5,000.00	(296.33)	105.93%
Total 430 IT Maintenance & Support	136,696.64	0.00	93,231.31	159,000.00	65,768.69	58.64%

Central Utah 911
Operational Budget Report
911 Central Utah 911 - 07/01/2024 to 06/30/2025
100.00% of the fiscal year has expired

	Prior YTD Actual	June Actual	2025 YTD Actual	2025 Budget	Unearned/ Unused	% Earned/ Used
440 Telephone & Communications						
440.01.911 911 phones (selective router,	8,292.03	1,891.15	12,574.84	7,200.00	(5,374.84)	174.65%
440.02.911 Dispatch administrative lines	4,139.11	0.00	0.00	0.00	0.00	0.00%
440.03.911 Business admin lines	5,114.39	0.00	0.00	0.00	0.00	0.00%
440.04.911 Long distance	3,000.16	0.00	0.00	0.00	0.00	0.00%
440.05.911 Bluffdale FX	1,413.87	0.00	0.00	0.00	0.00	0.00%
440.06.911 Cell phones	1,648.25	139.23	1,674.54	3,000.00	1,325.46	55.82%
440.07.911 Fiber connectivity	9,003.00	750.25	9,003.00	8,600.00	(403.00)	104.69%
440.08.911 Internet	9,215.98	588.00	9,609.88	13,200.00	3,590.12	72.80%
Total 440 Telephone & Communications	41,826.79	3,368.63	32,862.26	32,000.00	(862.26)	102.69%
510 Facilities						
510.01.911 Work area health/sanitization	1,575.05	0.00	1,576.11	4,000.00	2,423.89	39.40%
510.02.911 UPS batteries	0.00	0.00	2,480.09	2,500.00	19.91	99.20%
510.03.911 Breakroom/Kitchen supplies	1,909.43	0.00	1,052.70	4,000.00	2,947.30	26.32%
510.04.911 Water Softener	8,374.12	0.00	0.00	0.00	0.00	0.00%
Total 510 Facilities	11,858.60	0.00	5,108.90	10,500.00	5,391.10	48.66%
520 Facilities Maintenance						
520.01.911 Building maintenance supplie	3,805.33	139.89	2,303.00	2,200.00	(103.00)	104.68%
520.02.911 Janitorial services and suppli	22,059.68	1,832.05	20,304.11	21,800.00	1,495.89	93.14%
520.03.911 Generator preventative plan	1,821.84	0.00	3,700.66	2,400.00	(1,300.66)	154.19%
520.04.911 HVAC system & preventative	710.85	0.00	4,080.39	500.00	(3,580.39)	816.08%
520.05.911 UPS service	2,500.00	0.00	1,580.13	2,500.00	919.87	63.21%
Total 520 Facilities Maintenance	30,897.70	1,971.94	31,968.29	29,400.00	(2,568.29)	108.74%
530 Grounds Maintenance						
530.01.911 Grounds maintenance	923.99	95.96	560.88	1,300.00	739.12	43.14%
530.02.911 Snow removal	575.00	0.00	450.00	3,000.00	2,550.00	15.00%
530.03.911 Pest control	306.00	0.00	382.50	500.00	117.50	76.50%
530.04.911 Equipment	278.84	0.00	474.59	500.00	25.41	94.92%
Total 530 Grounds Maintenance	2,083.83	95.96	1,867.97	5,300.00	3,432.03	35.24%
540 Utilities						
540.01.911 Electricity	22,723.13	3,253.57	24,435.30	24,000.00	(435.30)	101.81%
540.02.911 Water and sewer	2,438.67	0.00	2,220.39	4,500.00	2,279.61	49.34%
540.03.911 Fuel for generator	0.00	0.00	1,289.86	3,600.00	2,310.14	35.83%
540.04.911 Dumpster	3,216.84	570.34	3,851.25	4,000.00	148.75	96.28%
Total 540 Utilities	28,378.64	3,823.91	31,796.80	36,100.00	4,303.20	88.08%
740 Capital						
740.01.911 General/miscellaneous	14,382.36	5,068.38	122,122.34	7,500.00	(114,622.34)	1,628.30%
740.02.911 Office equipment	0.00	0.00	14,039.28	14,000.00	(39.28)	100.28%
740.04.911 Information technology	9,953.16	0.00	10,585.04	10,000.00	(585.04)	105.85%
740.05.911 ATX For Lehi Station	0.00	0.00	0.00	30,000.00	30,000.00	0.00%
740.06.911 Facility	0.00	0.00	87,638.43	75,000.00	(12,638.43)	116.85%
740.07.911 Security System	0.00	0.00	78,191.25	78,500.00	308.75	99.61%
Total 740 Capital	24,335.52	5,068.38	312,576.34	215,000.00	(97,576.34)	145.38%
Depreciation expense						
911-530 DEPRECIATION EXPENSE	262,712.79	0.00	0.00	0.00	0.00	0.00%
Total Depreciation expense	262,712.79	0.00	0.00	0.00	0.00	0.00%
Total Expenses	6,521,339.28	558,656.34	7,049,102.93	8,061,175.00	1,012,072.07	87.45%
Total Income from operations	(515,663.99)	1,671,437.61	674,680.86	0.00	(674,680.86)	0.00%

03.01 Pay Period, Approval Process and Deductions

03.01.1 PURPOSE

This policy outlines how and when employees will be paid as well as specifies any allowable deductions.

03.01.2 POLICY

1. Payrolls will conform to state and federal laws concerning hours worked, deductions, minimum wages and reporting requirements of state and federal agencies.
2. All employees are paid on a bi-weekly basis. The bi-weekly pay period commences on Saturday of week one and ends on Friday, thirteen days later. A direct deposit of pay will be transferred into the employee's pre-selected bank accounts 26 times per year, six days after the end of each pay period.
3. If the regular payroll date falls on a holiday, the payroll date will be the weekday immediately preceding the regular pay date.

03.01.3 PROCEDURE

1. Employees must electronically submit their timesheet containing the information on hours worked, trades made, and any leave used for approval by their supervisor by the last day of the pay period. Employees are responsible for reviewing their paycheck for each pay period ~~timesheet~~ for accuracy and completeness. Any discrepancies or errors in pay, including but not limited to incorrect hours, missing pay, deductions, or pay rate issues, must be reported to the Payroll Department within 14 calendar days of the pay date. Any employee submitting an inaccurate or incomplete may have their direct deposit delayed or may have compensation for extra hours worked postponed until the subsequent pay day.
2. Supervisors should be performing a secondary review for accuracy and completeness for time worked, leave used, and trades made. If revisions are made to a timesheet, the supervisors must notify the employee by email the reasons for the revision.
3. Supervisor timesheets will be approved by their manager.
4. Supervisor reviews of employee timesheets must be completed before 0600 hours on Monday in the pay day week.
5. Any accompanying forms such as updated deductions or updated W4 forms must be submitted to Human Resources (HR) by 0600 hours on Monday of the pay week or they will not be honored.
6. A supervisor's failure to complete a review of the employee's timesheet may cause an employee's pay to be delayed or inaccurate.
7. If a timesheet has not been reviewed by a supervisor, HR may conduct a review of a submitted timesheet for accuracy and completeness. To assure employees are paid on time, HR is authorized to approve the time and/or leave as submitted by the employee.
8. If the time worked and/or leave used as submitted is disputed by the employee or supervisor, corrections must be re-submitted by the employee and supervisor to HR, when possible, corrections will be made before payroll is finalized.
9. When a mistake causes material underpayment to an employee, which means the employee did not receive his/her normal pay in the regular payroll process, a payroll correction can be generated before the next regular payday. These "off-cycle" payments are only generated after payroll has been finalized.
10. Off-cycle corrections may be issued to correct mistakes when one or more of the following conditions are met:
 - a. An employee is not paid at all on a regular payday due to administrative error.

- b. The employee's pay is significantly less than what it should have been, and a payment delay would cause financial hardship.
 - c. The regular paycheck included material errors that are easier to correct by canceling the regular check and replacing it with an off-cycle check.
- 11. Employees can authorize payroll deductions for those deductions approved by Central Utah 911 Board of Directors and the Executive Director.
- 12. No voluntary deductions will be honored unless the appropriate authorization is received from the employee by the end of the payroll period in which it is to be deducted.

03.03 Job Share

03.03.1 PURPOSE

To clarify Job Share requirements and expectations.

03.03.2 POLICY

1. Two employees sharing a full-time position must coordinate to equally share the required work schedule based on the scheduling options provided.
2. When a person in a job share partnership later resigns or receives approval to change to full-time or part-time status, the remaining partner will be provided with a time frame in which they must either enter a new partnership or change status from the options available (full-time or part-time).
- ~~2.3.~~ On February 8, 2024, it was decided that as a job-share position vacates, the position is eliminated and will not be filled.

03.03.3 BENEFITS

1. At the time of the approval of this partnership, the following benefits are available. Utah State Retirement in the original Tier designation
2. 401K contributions by employer based on current policy
3. Workers' Compensation
4. Vacation leave accrues at one-half the rate of a full-time employee
5. Sick leave accrues at one-half the rate of a full-time employee
6. Holiday pay accrues at one-half the rate of a full-time employee
7. Family and Medical Leave as eligible (based on hours worked)
- ~~8.~~ 8. Military leave according to Policy 06.10
- ~~9.~~ 9. Bereavement Leave according to Policy 06.13
- ~~10.~~ 10. CU911 will follow all Federal and State statutes and URS rules in regard to regarding benefits for Job Share Employees

03.03.4 BENEFITS NO LONGER AVAILABLE FOR JOB SHARE (BELOW 30 HOURS)

Benefits no longer available in changing from full-time to job-share include:

1. Health insurance
2. Dental insurance
3. Life insurance
4. Long Term Disability

03.03.5 EXPECTATIONS

1. Current policies or guidelines for vacation caps, mandatory on-call, sick leave documentation, etc. will change in accordance with the number of work hours. See those specific policies and guidelines to ensure understanding.
- ~~2. A Dispatcher 2 in job share status will have special assignment responsibilities.~~
- ~~3. One special assignment of a Dispatcher 2 (including job share) will be back-up training responsibilities when a Senior Dispatcher is not available due to leave time, fulfilling acting supervisor duties, or other unforeseen circumstances. When fulfilling new hire training assignments, the D2 will receive the out of range pay benefit.~~

03.03.6 SCHEDULING

Formatted: Font: (Default) Times New Roman

Formatted: List Paragraph, Numbered + Level: 1 +
Numbering Style: 1, 2, 3, ... + Start at: 1 + Alignment:
Left + Aligned at: 0.25" + Indent at: 0.5"

Commented [SA1]: Do we need this section? It seems it should be in the job description, not the policy.

1. For schedule bids the partnership will select their schedule rotation option based on the seniority of the most senior partner.
2. For vacation bids each partner will select their vacation bid based on their individual seniority.
3. At the beginning of the partnership, and each subsequent schedule bid, the partners will select from one of two share options and must remain with that option until the next schedule rotation. Exceptions to these will be if Central Utah 911 requires a different option. The two options are:
 - a. Alternating weeks with one partner working one full week and the other working the next full week.
 - b. Split work weeks, alternating each week. Under the current schedule one partner will work the first two 12-hour shifts of the work week and the second partner working the third 12-hour shift and the 6-hour shift. The next week the partners would switch.
4. Job-share partners have the same opportunities for rotation trades or day trades as full-time employees, using the policies/guidelines in place.

06.15 COBRA

06.15.1 PURPOSE

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health, dental and eye insurance coverage when a qualifying event would normally result in loss of eligibility.

06.15.2 ELIGIBILITY

The continuation of coverage provision applies to the following:

1. The employee if:
 - a. The employee loses group coverage because of a reduction in hours of employment or terminated employment (for reasons other than gross misconduct).
2. The employee's spouse upon:
 - a. Retirement or death of the spouse.
 - b. Termination of spouse's employment (for reasons other than gross misconduct) or reduction in spouse's hours of employment.
 - c. Divorce or legal separation from spouse.
 - e-d. If the employee is forced off the active plan due to Medicare, then the qualifying event is Medicare eligible, and dependents are entitled for up to 36 Months coverage. If the employee drops coverage due to Medicare, there is no qualifying event, and dependents would not be eligible for COBRA.
 - d. The spouse becomes eligible for Medicare. If the employee is forced off the active plan due to Medicare, then the qualifying event is Medicare eligible and dependents are entitled for up to 36 months coverage. If the employee drops coverage due to Medicare, there is no qualifying event and dependents would not be eligible for COBRA.
3. The employee's dependent children upon:
 - a. The death of the parent.
 - b. Termination of the parent's employment (for reasons other than gross misconduct) or reduction in parent's hours of employment.
 - c. The parent's divorce or legal separation.
 - d. The parent becomes eligible for Medicare.
 - e. The dependent ceases to be a "dependent child" under the insurance plan.
 - e-f. See 06.15.2.2.d

06.15.3 PREMIUM

The beneficiary shall pay the full monthly premium and may be charged a 2% administration charge.

06.15.4 PERIOD OF CONTINUED COVERAGE

1. Coverage may continue for three years from the date of death, divorce or legal separation (for windows, divorced spouses, spouse of Medicare-eligible employees, and dependent children who become ineligible for coverage under the plan).
2. Coverage may continue for eighteen (18) months for employees and dependents that lose coverage due to termination of employment (for reasons other than gross misconduct) or reduction of hours.

Commented [JG1]: DONT KNOW ANYTHING ABOUT CURRENT COBRA CHANGES SINCE THIS WAS REVIEWED IN 2019, SO UNKNOWN IF ITS CORRECT

Formatted: Font: (Default) Times New Roman

Formatted: Space After: 8 pt

Formatted: Space After: 8 pt

3. Coverage may continue for twenty-nine (29) months if a qualified beneficiary is disabled on the date of the covered employee's termination of employment or reduction of hours and provides notice and proof of disability as determined under the Social Security Act.

06.15.5 COVERAGE CEASES

1. When the beneficiary fails to make a premium payment.
2. When the beneficiary becomes covered under another group plan as a result of employment, re-employment or marriage. However, if the new plan contains exclusions or limitations with respect to pre-existing conditions of the qualified beneficiary, continuation coverage for the qualified beneficiary will not be terminated because of this rule.
3. When the beneficiary becomes entitled to Medicare.

06.15.6 NOTIFICATION

1. Employees have sixty (60) days from the date they would lose coverage because of one of the qualifying events, to inform Central Utah 911 that they want to continue coverage.
2. If the employee, the employee's spouse, or one of the employee's dependents becomes eligible because of the one qualifying reasons, the employee must contact the personnel office within sixty (60) days of the qualifying event.

11.01 General Guidelines

11.01.1 PURPOSE

This policy provides guidelines for answering telephone calls with an emphasis on prompt answering, courtesy, and professionalism.

11.01.2 PRIORITY

- ~~1. Call takers have priority responsibility for answering phone calls, taking 911 calls before non-emergency or administrative calls, using the "Priority Answer" function.~~
- ~~2.1~~ Call takers will multi-task as needed to ensure calls are answered quickly.
- ~~3.2~~ Radio dispatchers will assist in call answering as their radio traffic allows and as detailed in Operations Policy and Procedure "Console Responsibilities".

11.01.3 PROMPT CALL ANSWERING

- ~~1. Call takers will attempt to answer calls on the first ring when not already on another call.~~
- ~~2.1~~ Call takers will put non-emergency and administrative calls on hold to answer subsequent incoming calls and triage based on the seriousness of the situation and strive to, not allow any call to ring longer than three times. Calltakers will put non-emergent administrative calls on hold to pick up incoming 911 calls, which take priority.
- ~~3.2~~ Radio dispatchers will not let a telephone call ring more than three rings without answering, as their radio traffic will allow. prioritize 911 calls by "cherry picking" as their radio traffic allows.

11.01.4 GREETINGS

1. 911 calls will be answered as follows: "9-1-1, what is the address of the emergency?" and follow the Standard Operating Procedure for 911 Call Answering Protocol, as the EMD and EFD protocols require.
2. Non-emergency calls will be answered with "Police and Fire Dispatch".

11.01.5 CALLS ON HOLD

1. Non-emergency calls will be put on HOLD for brief periods only. 911 calls should not be placed on hold unless the situation is stable and heavy call load prevents constant monitoring.
2. If a non-emergency call must be on hold for more than one minute, connect with the caller to explain the delay.

11.01.6 COURTESY

1. All calls will be answered in a calm and courteous manner.
2. Dispatchers should not become argumentative with callers.
3. Dispatchers are prohibited from making rude or demeaning statements.
4. Dispatchers shall not use profane or vulgar language toward a caller.
5. A dispatcher will not threaten to disconnect from a caller as a way of correcting a caller's behavior. However, if a caller is belligerent and all necessary information on the caller's situation has been obtained and the dispatcher no longer needs the caller on the line, the dispatcher may explain the next steps that will happen with the caller's situation and release the caller from the line.
6. If a caller asks for the call taker/dispatcher's name, the first name or employee number will be given.

11.01.7 UNCOOPERATIVE CALLERS

1. Use appropriate calming techniques to gain control of the conversation with a hysterical or excited caller.
2. If unable to maintain a professional response with a caller, refer the call to a supervisor.
3. If a caller refuses to reveal their identity, continue to process the call as with any other call. Properly document the refusal and advise the dispatched officer that reporting party name was refused.

11.01.8 RECORDED LINES

1. Telephone lines are recorded and classified as public records and will be included in recording requests or subpoenas for use in court.
2. Utah recording law is a one-party consent state, meaning we are legally allowed to record a conversation if a dispatcher is a party to the conversation or with prior consent from one of the involved parties. If the call is transferred and neither party is aware the call is being recorded, the dispatcher must disconnect from the call or make the callers aware they are still on the line with them.

14.02 Medical Call Processing

14.02.1 PURPOSE

This policy provides guidelines for dispatchers to use when processing medical calls. All dispatchers will use the medical protocol system approved by Central Utah 911 (CU911) on every medical call received.

14.02.1 POLICY

Central Utah 911 (CU911) dispatch personnel must strictly adhere to the approved medical dispatch system on every medical related call received according to the standards taught by the International Academies of Emergency Dispatch (IAED).

14.02.2 PROCEDURE

CU911 is equipped with a State Medical Bureau approved medical priority dispatch system. The system used is available in both an electronic form known as ProQA and in a manual card system known as the Advanced Medical Priority Dispatch System (AMPDS). The manual card system will be used if the ProQA system is not functioning or the CAD is down. Any deviation from the IAED protocols may result in an escalation of discipline.

14.02.2 PROTOCOL USE

1. Case entry information shall be asked for on every call in the following order:
 - a. The address must be asked for and verified by being repeated by the caller.
 - b. The phone number must be asked for and verified unless the 911 copy over function between the CAD and the 911 phone system is used. If the caller gives a phone number that matches what has been copied over from the 911 screen that is considered a verification. If the phone number does not match the copy over, the dispatcher must ask the caller to state the phone number again for verification.
 - c. Determining if the caller is with the patient.
 - d. Patient age
 - e. Patient sex
 - f. If the patient is awake
 - g. If the patient is breathing
2. ECHO determinants provide for early dispatch for certain life-threatening conditions. The ECHO determinant is based on Case Entry answers only. An ECHO determinant may be recommended for situations where the patient is not breathing or has ineffective breathing. However, the paging of the responders should be done as soon as possible, and the paging will not be delayed for a determinant.
3. Upon selecting a Chief Complaint protocol, the Key Questions should then be asked in order as written. All questions are to be asked unless the protocol allows the question to be omitted because it is not applicable or for situations when the caller has already volunteered information that answers the question.
4. Some answers to protocol questions may shunt the call taker to another, more specific protocol. The call taker must shunt as directed.
5. Based on the answers from Case Entry and Key Questions, the system recommends the appropriate protocol number, title, and a response code. This information, along with the address, patient information, and scene safety status will be relayed to responders.
6. Following the dispatch of responders, Post-Dispatch Instructions should be given.
7. The Dispatch Life Support Instructions are to be given following the post-Dispatch instructions. The medical protocol system will link to Pre-Arrival Instructions and then

~~Exit Protocol information.~~

- ~~8. The Exit protocol provides scripts pertaining to scene safety, bleeding control, patient monitoring, and call termination.~~

14.02.3 KEEPING THE CALLER ON THE LINE

- ~~1. If a patient is unstable (not breathing, difficulty breathing, ineffective breathing, severe bleeding, chest pains, or unconscious, or if CPR or other life support instructions need to be given), the call taker should stay on the line with the caller until emergency responders arrive.~~
- ~~2. In addition to unstable patients, the call taker should stay on the line with the caller until emergency responders arrive for situations involving scene safety as with overdoses, shootings, or~~

~~stabblings: the caller should also be kept on the line for calls involving entrapments, emotionally unstable patients, attempted suicides, fainting, or any medical where the patient's condition seems to be worsening.~~

- ~~3. If the patient is stable, the call taker may follow the routine disconnect instructions.~~
- ~~4. If emergency activity in the dispatch center demands the call taker's attention, the Urgent Disconnect instructions may be used after the completion of all post dispatch, dispatch life support and pre arrival instructions.~~
- ~~5.1.~~ The call taker may disconnect when an EMT or paramedic for the dispatched agency arrives on scene. Though law enforcement may arrive on scene first, the line should be held open until medical units arrive.
- ~~6. The call taker may disconnect when the medical incident is occurring in a medical facility and a doctor or registered nurse is verified to be with the patient and all protocol information has been obtained. Nursing homes, assisted living facilities, or rehabilitation centers do not qualify as a medical facility for the purposes of this policy.~~
- ~~7.2.~~ Because do not resuscitate orders (DNRs) cannot be validated over the telephone, dispatchers are required to stay on the line with the caller until responders arrive. The existence of a DNR order should be relayed to responders.