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.

Terry Ficklin
Approval Signature – Terry Ficklin

8-14-2025
Date