Board of Directors

I. Call to order: Ernie John, Chairman

II. Consent Calendar: Ernie John Chairman
a) Meeting Minutes for August 2025
b) Warrant Register for August 2025

III. Business and Action Items
a) L3H updates, dispatch consoles will be offline Sept 16th, Director Heidi Healy
b) Eventide logging recorder installed, Director Heidi Healy
c) Open Meeting Training - Vaughn Pickell

IV. Policies
a) 01.04 Organizational Structure-revised, Business Manager, Suzee Anderson
b) 11.13 Call Taking for Tooele and Wasatch County-revised, Operation Manager, Tricia Breinholt
c) 16.01 BCI-UCJIS Use-revised, Operation Manager, Tricia Breinholt
d) 17.01 Records Requests- revised, Business Manager, Suzee Anderson

V. Operations Chair Report: Chief Matt Johnson

VI. Director's Report: Director Heidi Healy

VII. Open Forum

Next Meeting: Oct 9, 2025?

Attendance in person or
ZOOM Meeting

Board of Directors
Meeting Minutes
Thursday, August 14, 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
Brittney Bills, Highland City
Marvin Kenison, Juab County
Scott DaBell, Lehi City
Seth Atkinson, Nephi City
Todd Williams, Pleasant Grove
Terry Ficklin, Salem City
Norm Beagley, Santaquin City
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
Scott Spencer, Payson City
Tyler Jacobson, Spanish Fork City
Mark Christensen, City of Saratoga Springs

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
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 9:02 a.m.

Consent Calendar

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

Tyler Ficklin requested a motion on the consent calendar.

Ernie John made a motion to approve the consent calendar.
Marvin Kenison seconded the motion. The motion passed unanimously.

Business and Action Items

a) Election
Ernie John- Chairperson, Election for Vice-Chairperson

Norm Beagley joined at 9:04a.m.

Ernie John made a motion to elect Brittney Bills to Vice-Chairperson
Terry Ficklin seconded the motion. The motion passed unanimously.

b) **Stat Software**
Admin has been working with Steve Strong on the software to run stats for each city. It was introduced to the Ops Board last Thursday. Working on getting each agency their own login. Won't be ready for another month or so. In the meantime, if you need stats reach out to Tricia Breinholt. Whoever gets access will be left up to the Chiefs. Each agency will only have access to their own stats, nobody else's. It will be read only so you can export them but not change anything. Compared to the way we've been doing it in the last several years the numbers are identical.

Policies

a) 03.01 Pay Period, Approval Process and Deductions, - Business Manager Suzee Anderson, want to do more revision. Suzee said it seems like it may be a good idea to change the wording up on this a little bit to make it sound more like an official policy. One change might be "Effective February 8, 2024, any job-share position that becomes vacant will be eliminated and will not be refilled.".

Suzee asked that we table this policy.
Norm Beagley made a motion to table the policy.
Seth Atkinson seconded the motion. The motion passed unanimously.

Todd Williams joined at 9:13a.m.

b) 03.03 Job Share, revised – Business Manager Suzee Anderson
Suzee said it seems like it may be a good idea to change the wording up on this a little bit to make it sound more like an official policy. One change might be "Effective February 8, 2024, any job-share position that becomes vacant will be eliminated and will not be refilled.".

c) 06.15 COBRA, revised- Business Manager Suzee Anderson
Our benefits Admin came back to us with changes to bring this policy up to date with current law.

Seth Atkinson made a motion to accept policies 03.03 and 06.15.
Norm Beagley seconded the motion. Motion passed unanimously.

d) 11.01 General Guidelines, revised- Operation Manager, Tricia Breinholt
Changes made to include ACD no longer applicable.

e) 14.02 Medical Call Processing, revised – Operation Manager Tricia Breinholt
Policy was repeat on certification course of IAEDd. Generalized according to standards taught by IAED.

Norm Beagley made a motion to accept policies 11.01 and 14.02.
Todd Williams seconded the motion. Motion passed unanimously.

Operations Chair Report: Chief Matt Johnson

Turned time to Heidi. Operations discussion on Stat Software. Confirm each agency has 6-9. Approved SOP for Special Response teams. We talked input on holiday pay policies. Need to do follow up on our end. Next meeting September 4th. Thank you, Terry.

Director's Report: Heidi Healy

Director Healy Hiring a CAD Specialist, and because of a retirement, a Performance Development Manager and new floor dispatchers. Still dealing with radio issues, American fork canyon. Met with Travis. Antennae not functioning. Replaced antennae but damaged coax cable. Working with Forrest Service, DPS and Deputies to get this fixed. Goes over the road. Big picture we need to find a better location – 3 to 4 years before that can happen. Red tape. Relocating Cedar Pass antennae for better coverage. Remind people to continue to report dead spots. Don't want people to settle. Report to UCA. Travis Sylvester is keeping in contact.
Demo on Tuesday with floor supervisors with TowPro. Talk to chiefs yesterday. Included Steve Strong. How to connect with CJIS forms to state. Took information to Sheriff Smith.

Scott joined at 9.23a.m.

Demo next month at chief's meeting. All agencies or none. Will not cost. Fee will be added on to Tow Charge. Unless you want them to maintain insurance and licenses with state, $300 per company. Huge help for our people. In one month dispatch handled 224 private impounds. With high Density housing we are seeing more and more. Time consuming for dispatch. Several agencies are already using TowPro SLC, North SLC, quite a few. Continuing to wrap up security incident, email has been kicked back so we've been dealing with a new person. Frustrating the last couple of months, working closely with Jeff at Trust, if we get money back, we will adjust fees for agencies. Thank Terry for support. Responsive.

Open Forum

Next meeting: September 11, 2025

Comment – Radios AF canyon. Knew we were going to be down. Thank you, Heidi. Spanish Fork Canyon – dead spots? Still major issues according to supervisors.
Dorel - UCA meeting? Tricia and Heidi are going. St George November 4-5
Thanks for the reminder. Important with list of problems. All agencies are aware of that. Sent out earlier in week. It would be awesome if all agencies had some representation.
Dave Ulibarri. EM Public Safety Director.

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

Todd Williams made a motion to adjourn.
Norm Beagley seconded the motion. It passed unanimously.

Meeting was adjourned at 9:33 a.m.

Next meeting will be September 11, 2025, at 9:00 a.m.

Approval Signature – Terry Ficklin ____________________ Date ____________

Central Utah 911
Invoice Register: 8/1/2025 to 8/31/2025 - All Invoices

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
08.21.2025	ANDERSON, SUZEE	11910	8/18/2025	8/18/2025	$234.00			
					234.00	911220.05.911	Postage	Postage
Amazon 08.14.20	ANDERSON, SUZEE	11903	8/11/2025	8/11/2025	$198.19			
					198.19	911740.04.911	Information technology	Overnighted orders for recorder
	Vendor Total:				**$432.19**			
287311399106X0	AT&T MOBILITY	11918	8/20/2025	8/20/2025	$139.23			
					139.23	911440.06.911	Cell phones	Cell Phone
PR080125-465	Child Support Services	11892	8/7/2025	8/7/2025	$502.62			
					502.62	9112236	Child Support Payable	Child Support
PR081525-465	Child Support Services	11911	8/21/2025	8/21/2025	$502.62			
					502.62	9112236	Child Support Payable	Child Support
	Vendor Total:				**$1,005.24**			
2025060047	Cyracom	11920	8/31/2025	8/31/2025	$1,063.29			
					1,063.29	911240.04.911	Language Line	Translation Services
26082240756012	Department of Govenment Operations	11912	8/11/2025	8/11/2025	$1,352.80			
					100.00	911260.04.911	Employee recognitions	Gift Card
					475.00	911310.03.911	Supervisory training	Anjanelle Redford
					554.40	911420.10.911	Renewals for SplashTop, PDQ,	Remote Access
					223.40	911520.01.911	Building maintenance supplies	Soap Dispenser
26082240756039	Department of Govenment Operations	11912	8/11/2025	8/11/2025	$4,975.08			
					400.00	911110.03.911	Employee benefits	Gift Cards
					1,700.00	911110.03.911	Employee benefits	Gift Cards
					100.00	911110.03.911	Employee benefits	Gift Cards
					250.00	911110.03.911	Employee benefits	Gift Cards
					41.99	911220.01.911	General office supplies	Popcorn
					344.00	911220.01.911	General office supplies	Lanyards
					-23.25	911220.01.911	General office supplies	tax credit
					41.89	911220.02.911	Printing	Vistaprint
					41.85	911220.04.911	Printer supplies (toner)	Ink
					63.40	911260.04.911	Employee recognitions	Pizza
					18.26	911260.04.911	Employee recognitions	Retirement
					106.38	911260.04.911	Employee recognitions	Retirement
					106.11	911260.04.911	Employee recognitions	Retirement
					14.99	911260.04.911	Employee recognitions	Retirement
					27.44	911260.04.911	Employee recognitions	Retirement
					78.59	911260.04.911	Employee recognitions	Book
					297.00	911310.05.911	Professional development traini	Protocol 41
					203.00	911320.02.911	IAEMD Certs/Recerts	EMD
					84.00	911320.04.911	CPR Certs/Recert	CPR
					-84.00	911320.04.911	CPR Certs/Recert	CPR refund
					35.00	911320.05.911	Trainers course (CTO, recerts, e	CTO
					50.00	911320.05.911	Trainers course (CTO, recerts, e	CTO
					99.80	911410.01.911	Headsets, base stations, batteri	Server Rack
					26.99	911410.01.911	Headsets, base stations, batteri	Power distribution
					19.00	911420.13.911	HR LMS	Forms
					208.28	911510.01.911	Work area health/sanitization su	Wipes
					25.99	911520.01.911	Building maintenance supplies	Filters
					19.95	911520.02.911	Janitorial services and supplies	Janitorial Supplies
					237.21	911520.02.911	Janitorial services and supplies	Janitorial Supplies
					100.78	911520.02.911	Janitorial services and supplies	Janitorial Supplies
					31.86	911520.02.911	Janitorial services and supplies	Janitorial Supplies
					93.67	911520.02.911	Janitorial services and supplies	Janitorial Supplies

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
					16.99	911530.04.911	Equipment	Drill Bit
					197.91	911740.04.911	Information technology	Parts for Recorder
	Vendor Total:				**$6,327.88**			
PR080125-581	Equitable Financial Life Insurance Com	11921	8/7/2025	8/7/2025	$679.21			
					679.21	9112225	Employee life ins payable	Elective Life Insurance
PR081525-581	Equitable Financial Life Insurance Com	11913	8/21/2025	8/21/2025	$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:				**$2,491.41**			
13035	Goserco		8/18/2025	8/18/2025	$65,418.30			
PO# 10575					19,659.15	911740.08.911	Logging Recorder	Eventide 740DX
					45,759.15	911740.08.911	Logging Recorder	Eventide 740DX 1st payment
PR080125-446	Health Equity	EFT	8/7/2025	8/7/2025	$6,882.32			
					1,094.06	9112230	HSA payable	HSA Single - July Benefit
					5,788.26	9112230	HSA payable	HSA Family - July Benefit
PR081525-446	Health Equity	EFT	8/21/2025	8/21/2025	$6,882.32			
					1,094.06	9112230	HSA payable	HSA Single - July Benefit
					5,788.26	9112230	HSA payable	HSA Family - July Benefit
xvb3c5n	Health Equity	EFT	8/6/2025	8/6/2025	$86.10			
					86.10	9112230	HSA payable	Health Equity Fee
	Vendor Total:				**$13,850.74**			
PR080125-448	ICMA 401A	EFT	8/7/2025	8/7/2025	$11,662.17			
					8,889.18	9112224	Retirement payable	401A ICMA
					2,772.99	9112224	Retirement payable	401A Loan ICMA
PR081525-448	ICMA 401A	EFT	8/21/2025	8/21/2025	$11,489.17			
					8,716.18	9112224	Retirement payable	401A ICMA
					2,772.99	9112224	Retirement payable	401A Loan ICMA
	Vendor Total:				**$23,151.34**			
PR080125-449	ICMA 457	EFT	8/7/2025	8/7/2025	$12,436.84			
					9,777.40	9112224	Retirement payable	457 ICMA
					2,659.44	9112224	Retirement payable	457 Loan ICMA
PR081525-449	ICMA 457	EFT	8/21/2025	8/21/2025	$12,273.55			
					9,614.11	9112224	Retirement payable	457 ICMA
					2,659.44	9112224	Retirement payable	457 Loan ICMA
	Vendor Total:				**$24,710.39**			
1101297465	INSIGHT	11894	8/3/2025	8/3/2025	$9,164.13			
PO# 10574					6,706.05	911420.03.911	Exchange online	MS Office 365G1
					1,661.10	911420.03.911	Exchange online	MS Office 365 G3
					796.98	911420.03.911	Exchange online	MS Office 365 G5
1101299137	INSIGHT	11904	8/1/2025	8/1/2025	$868.28			
PO# 10578					868.28	911420.12.911	PDF solution	Adobe Acrobat Pro Enterprise
	Vendor Total:				**$10,032.41**			
P226	Invictus Apps, Inc.	11914	8/18/2025	8/18/2025	$4,200.00			
					4,200.00	911420.15.911	Rapid SOS/Prepared 911	Prepared 911
PR080125-444	IRS Tax Deposit	EFT	8/7/2025	8/7/2025	$19,905.71			
					4,954.84	9112221	Federal taxes payable	Medicare Tax

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
					14,950.87	9112221	Federal taxes payable	Federal Income Tax
PR081525-444	IRS Tax Deposit	EFT	8/21/2025	8/21/2025	$20,932.86			
					4,974.76	9112221	Federal taxes payable	Medicare Tax
					15,958.10	9112221	Federal taxes payable	Federal Income Tax
	Vendor Total:				**$40,838.57**			
PR080125-684	MetLife	11923	8/7/2025	8/7/2025	$2,487.02			
					801.72	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
PR081525-684	MetLife	11923	8/21/2025	8/21/2025	$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
	Vendor Total:				**$6,400.62**			
Adjustment Augu	Midland Credit Management	X999	8/21/2025	8/21/2025	($1,087.92)			
					-1,087.92	9112232	Garnishments payable	adjustment
PR080125-739	Midland Credit Management	X999	8/7/2025	8/7/2025	$503.90			
					503.90	9112232	Garnishments payable	Garnishment
PR081525-739	Midland Credit Management	X999	8/21/2025	8/21/2025	$584.02			
					584.02	9112232	Garnishments payable	Garnishment
	Vendor Total:				**$0.00**			
CP419371	NATIONAL BENEFITS SERVICES LLC	11896	8/3/2025	8/3/2025	$16.44			
					16.44	9112229	FSA payable	Claims Paid
CP42033	NATIONAL BENEFITS SERVICES LLC	11915	8/17/2025	8/17/2025	$77.06			
					77.06	9112229	FSA payable	Claims Paid
CP421516	NATIONAL BENEFITS SERVICES LLC	11924	8/31/2025	8/31/2025	$114.32			
					114.32	9112229	FSA payable	Claims Paid
	Vendor Total:				**$207.82**			
Garnishment 6	OLSON SHANER	11897	8/7/2025	8/7/2025	$503.90			
					503.90	9112232	Garnishments payable	Garnishment
PR080125-558	PEHP		8/7/2025	8/7/2025	$792.94			
					186.72	9112226	Health ins payable	Traditional Insurance - Single
					257.68	9112226	Health ins payable	Traditional Insurance - Double
					348.54	9112226	Health ins payable	Traditional Insurance - Family
PR081525-558	PEHP		8/21/2025	8/21/2025	$61,066.94			
					7,251.64	9112226	Health ins payable	HDHP - Single Plan

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
					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:				**$61,859.88**			
INV11127	RapidSOS, Inc	11905	8/9/2025	8/9/2025	$29,880.00			
					29,880.00	911420.15.911	Rapid SOS/Prepared 911	Rapid SOS
0864-002152412	REPUBLIC SERVICES #864	11927	8/31/2025	8/31/2025	$344.20			
					344.20	911540.04.911	Dumpster	Dumpster
13156256	Spectrotel	11907	8/1/2025	8/1/2025	$950.66			
					950.66	911440.01.911	911 phones (selective router, N	Phones
INV-0020212	Threads Culture	11928	8/26/2025	8/26/2025	$314.10			
					314.10	911420.13.911	HR LMS	Threads Software
64034	UTAH COUNTY AUDITOR	11908	8/8/2025	8/8/2025	$1,737.08			
					1,737.08	911540.01.911	Electricity	Electrical Usage - August 2025
64043	UTAH COUNTY AUDITOR	11908	8/8/2025	8/8/2025	$472.48			
					472.48	911440.07.911	Fiber connectivity	Fiber - August 2025
	Vendor Total:				**$2,209.56**			
PR080125-151	UTAH RETIREMENT SYSTEMS	EFT	8/7/2025	8/7/2025	$25,729.65			
					23,812.91	9112224	Retirement payable	State Retirement URS
					1,831.34	9112224	Retirement payable	401k URS
					85.40	9112224	Retirement payable	401K Loan URS
PR081525-151	UTAH RETIREMENT SYSTEMS	EFT	8/21/2025	8/21/2025	$25,434.98			
					23,459.50	9112224	Retirement payable	State Retirement URS
					1,890.08	9112224	Retirement payable	401k URS
					85.40	9112224	Retirement payable	401K Loan URS
	Vendor Total:				**$51,164.63**			
PR080125-445	Utah State Tax Commission	11929	8/7/2025	8/7/2025	$6,234.13			
					6,234.13	9112223	State taxes payable	State Income Tax
PR081525-445	Utah State Tax Commission	11929	8/21/2025	8/21/2025	$6,213.54			
					6,213.54	9112223	State taxes payable	State Income Tax
	Vendor Total:				**$12,447.67**			
08012025	Utopia Fiber	11901	8/1/2025	8/1/2025	$593.88			
					593.88	911440.08.911	Internet	Internet
PR080125-456	VASA Fitness	11931	8/7/2025	8/7/2025	$42.50			
					42.50	9112234	Golds Gym Member payable	Gym Membership
PR081525-456	VASA Fitness	11931	8/21/2025	8/21/2025	$42.50			
					42.50	9112234	Golds Gym Member payable	Gym Membership
	Vendor Total:				**$85.00**			
1221	VEST, Inc.	11909	8/14/2025	8/14/2025	$125.00			
					125.00	911110.03.911	Employee benefits	EAP Session
08.21.2025	Wall, Alexandria	11916	8/21/2025	8/21/2025	$150.00			
					150.00	911260.01.911	Business expenses (meetings, e	Logan dispatchers due to death
08.13.2025	Young, Niecia Karen	11932	8/13/2025	8/13/2025	$28.91			
					28.91	911150.01.911	Mileage	Fire Station
50100888835	ZOHO Corporation	11902	8/7/2025	8/7/2025	$100.00			
PO# 10585					100.00	911310.05.911	Professional development traini	Remote Access Plus Cloud Stan

Invoice No.	Vendor	Check No.	Ledger Date	Due Date	Amount	Account No.	Account Name.	Description
			Total:		$361,026.82			
							GL Account Summary	
					2,575.00	911110.03.911	Employee benefits	
					28.91	911150.01.911	Mileage	
					362.74	911220.01.911	General office supplies	
					41.89	911220.02.911	Printing	
					41.85	911220.04.911	Printer supplies (toner)	
					234.00	911220.05.911	Postage	
					40,838.57	9112221	Federal taxes payable	
					12,447.67	9112223	State taxes payable	
					99,026.36	9112224	Retirement payable	
					2,491.41	9112225	Employee life ins payable	
					61,859.88	9112226	Health ins payable	
					3,353.64	9112227	Dental ins payable	
					558.72	9112228	Visions ins payale	
					207.82	9112229	FSA payable	
					13,850.74	9112230	HSA payable	
					503.90	9112232	Garnishments payable	
					2,488.26	9112233	Guardian payable	
					85.00	9112234	Golds Gym Member payable	
					1,005.24	9112236	Child Support Payable	
					1,063.29	911240.04.911	Language Line	
					150.00	911260.01.911	Business expenses (meetings, e	
					515.17	911260.04.911	Employee recognitions	
					475.00	911310.03.911	Supervisory training	
					397.00	911310.05.911	Professional development traini	
					203.00	911320.02.911	IAEMD Certs/Recerts	
					0.00	911320.04.911	CPR Certs/Recert	
					85.00	911320.05.911	Trainers course (CTO, recerts, e	
					126.79	911410.01.911	Headsets, base stations, batteri	
					9,164.13	911420.03.911	Exchange online	
					554.40	911420.10.911	Renewals for SplashTop, PDQ,	
					868.28	911420.12.911	PDF solution	
					333.10	911420.13.911	HR LMS	
					34,080.00	911420.15.911	Rapid SOS/Prepared 911	
					950.66	911440.01.911	911 phones (selective router, N	
					139.23	911440.06.911	Cell phones	
					472.48	911440.07.911	Fiber connectivity	
					593.88	911440.08.911	Internet	
					208.28	911510.01.911	Work area health/sanitization su	
					249.39	911520.01.911	Building maintenance supplies	
					483.47	911520.02.911	Janitorial services and supplies	
					16.99	911530.04.911	Equipment	
					1,737.08	911540.01.911	Electricity	
					344.20	911540.04.911	Dumpster	
					396.10	911740.04.911	Information technology	
					65,418.30	911740.08.911	Logging Recorder	
					361,026.82		**Total**	
					$361,026.82		**GL Account Summary Total**	

01.04 Organizational Structure

01.04.1 PURPOSE AND SCOPE
The structure of this agency should be designed to create an efficient system for accomplishing our mission and goals and to provide the best possible service. As the department grows, changes to the structure may be necessary to ensure proper oversight and direction to the various roles and areas needed for continued success. Areas of responsibility and chain of command may be altered by the Executive Director.

01.04.2 EXECUTIVE DIRECTOR
The Executive Director must oversee and is responsible for the overall administration and management of Central Utah 911. All financial and contractual obligations must be handled through the Director. No employee or administrator may obligate the center for debts or actions without the approval or consent of the Director. Final decisions on hiring or employment with the center rest with the Director.

01.04.3 ADMINISTRATIVE STAFF
Managers have a supervisory responsibility to implement organizational objectives and policies. They shall supervise, administer, and delegate duties at the various levels of the organization. Subordinate executives consist of:
1. Managers
2. Supervisors

01.04.4 MANAGERS
1. Business Manager - Oversees finance, human resources, and other administrative support personnel.
2. Operations Manager(s) - Oversees dispatch operations and operations supervisors.
3. Information Technology Manager- Oversees the support services division.
4. Professional Development Manager - Oversees training and Professional Development Supervisors.

01.04.5 SUPERVISORS
Supervisory positions are:
1. Operation supervisors
2. Administrative or support Supervisor

Note: not all positions may be filled at all times and their staffing and deployment will be determined by the Executive Director.

01.04.6 BUSINESS MANAGER
The Business Manager's primary responsibility to oversee finance, budget, human resources, risk management, records, and recruiting. Will provide supervision to any additional employees assigned to cover tasks in any business category. As the organization grows, may oversee employees hired to fulfill specific business roles.

01.04.7 OPERATIONS MANAGER
The Manager's primary responsibility is to provide oversight and supervision to the dispatch operations supervisors and dispatch personnel. Sets procedures for providing public safety communications services and the receipt of emergency and non-emergency calls and the delivery of calls for service for responders.

01.04.8 INFORMATION TECHNOLOGY MANAGER
The IT Manager's primary responsibility is to provide oversight and direction for the information infrastructure of the organization and for Support Services. ~~The Information Technology Manger oversees the Auxiliary Services consisting of facilities and grounds maintenace.~~ The Information Technology Manger oversees the Auxiliary Services consisting of facilities and grounds maintenance. As the organization grows, it will also oversee
additional IT professionals in support of communications.

- ~~**Information Technology**~~
  ~~The Information Technology Manager oversees and maintains all radio, technology, and systems that supports the operations of the communications center.~~

~~that supports the operations of the communications center.~~

- ~~**Auxiliary Services**~~
  ~~The Information Technology Manger oversees the Auxiliary Services consisting of facilities and grounds maintenace.~~

~~grounds maintenace.~~

01.04.9 PROFESSIONAL DEVELOPMENT MANAGER
The Professional Development manager oversees and supervises the training and standards supervisors as well as dispatchers functioning as trainers and o versees basic and continuing education and training for all dispatch personnel.

01.04.10 CHAIN OF COMMAND
To keep all along the supervisory chain advised of issues, problems, or events, it is vital that all follow the chain of command. Trainees should report issues to their trainers who would in turn report to a training supervisor. Professional development supervisors would then contact the Professional development manager if needed. Operations dispatchers should report issues to their immediate supervisor who, if needed, would contact an operations manager. Managers would then advise the Executive Director about problems needing that level of attention or decision making.

Employees should not bypass the chain to take issues directly to a manager unless the problem involves a supervisor in the immediate chain. If the supervisor is involved, then the issue should be reported to that supervisor's manager. At no time should an employee take issues to the Executive Director. The only exception to this would be the reporting of sexual harassment or discrimination directly to the Business Manager. ~~which has its own policy and requirements~~ ~~reference policy 19.05 Harassment.~~

01.04.11 EXECUTIVE DIRECTOR
The Executive Director has oversight for all personnel in the organization. During planned absences, the Executive Director will designate a manager to serve as the acting director. If an unplanned extended absence occurs or a situation prevents the Executive Director from appointing an acting director, the Board of Directors will be responsible for appointing an acting director.

01.04.12 DELEGATION OF DUTIES
Managers and supervisors may delegate responsibilities to other employees. When acting in that responsibility, that employee in charge may exercise temporary oversight of other employees of the same classification. Employees should follow the direction of the employee in charge as they would a supervisor or manager.

01.04.13 MANNER OF GIVING DIRECTION
Direction and instruction should be given with tact. The correcting of errors should be done constructively with the intent to correct the situation and prevent a recurrence of the issue. Corrections should be given in a way that is not demeaning but in a way that is respectful and professional. When

Commented [TB1]: wouldn't let me fix the spacing on this

Commented [RS2R1]: @Tricia Breinholt after all changes are made I can fix the spacing/ formatting.

given directions, if an employee is not clear about what is to be accomplished then the employee should respectfully and professionally seek out clarification.

01.04.14 SUPERVISION OF OTHERS
Each supervisor and manager should strive to maintain good morale among personnel. Supervisors should take a personal interest in the welfare and problems of their employees and make themselves available to employees seeking guidance and counseling. Supervisors should try to give work appropriate advice and instructions to immediate subordinates.

01.04.15 RESPONSIBILITY FOR CONDUCT
Each supervisor or manager shall intervene with an employee who is exhibiting lax performance or violating policies or procedures. If serious misconduct has occurred or if an employee has failed to act on any emergency request from a responder or citizen, those situations will be referred to a manager for additional investigation.

01.04.16 SUPERVISORY AUTHORITY
Any supervisor or manager is expected to exercise their authority in the best interests of the organization. Authority shall be exercised with firmness and impartiality. Under no circumstances should personal attitudes influence decisions.

11.13 Call Taking for Tooele and Wasatch Counties

11.13.1 PURPOSE

Central Utah 911 (CU911) has agreements with both Tooele and Wasatch counties to be their backup center in the event of a phone outage at their centers. When their phone system goes down, the affected center will notify us by phone, or if that is not an option, by radio, using the ~~South Central Regional channel~~the affected PSAP's regional channel for interoperability. We should be prepared to answer both 911 and routine calls for the downed center, however, 911 coming for any location will take top priority.

11.13.2 CALL HANDLING

1. CU911 will handle calls for the downed center with the same skill and apply the same policies to the call as we would for calls originating in our service area. The address and callback number for the incident will be confirmed.
2. If the call is a medical, the medical protocols will be used to ensure the best patient care.
3. All calls for service will be entered into our CAD for documentation, however, the addresses for the downed center will not be ~~verified.~~geo-verified in CAD The calls should be zoned with XDDTO for Tooele and XDDWC for Wasatch.

Commented [JP1]: using "verified" makes it sound like we won't be confirming or verifying the address and is confusing. Are we trying to say that the addressing won't validate in the CAD?

11.13.3 CALL RELAY

1. If CAD to CAD is working with Tooele, the use of the correct zone will trigger the CAD to CAD with their agency.
2. If CAD to CAD is unavailable but there is an ability to contact the center via alternate phone lines, contact should be made, and the information relayed to their dispatchers.
3. If there is no alternate phone line available, the down center should have a dispatcher come up on the ~~South Central Regional~~ appropriate regional channel and be prepared to copy call information. Calls that are not in progress may be cleared as soon as the call information has been relayed.
4. In progress calls, medicals, or fires should be continually updated until responders are on the scene. Once responders have arrived and we have disconnected the phone, the call may be cleared.
5. The calls should be cleared by dispatching them to the unit CANCEL in the CAD.

11.13.4 ADDITIONAL INFORMATION

1. Whenever CU911 is call-taking for another agency, CU911 administration should be notified.
2. If the additional call load is above what the staff can handle, the supervisor or senior in charge should call in additional staff.
3. If the phone outage is expected to last more than 12 hours, the downed center may be required to send personnel to our office to assist in call taking.

16.01 BCI – UCJIS Use

16.01.1 PURPOSE
To establish a guideline for terminal operator requirements in reference to their UCJIS use through BCI.

16.01.2 REQUIREMENTS FOR A LOGON ID

1. The Central Utah 911 (CU911) appointed Terminal Agency Coordinator (TAC) or the Executive Director must request a logon ID for the terminal operator to access the UCJIS files at the completion of the following requirements:
    a. Complete employment fingerprint card forwarded to BCI.
    b. Statewide Warrants, Utah Criminal History, NCIC and Triple I checks.
    ~~b.~~c. Read and sign a UCJIS User Security Agreement and Statement. Signing this document holds the employees responsible for the use or misuse of their UCJIS login and serves as acknowledgement of their understanding of the policy, potential penalties and personal liability.
2. Within six months of obtaining a logon ID, and every two years thereafter, the terminal operator must:
    a. Successfully complete the approved annual training and biannual testing under the supervision of the agency TAC.
    b. Read and sign a~~n~~ UCJIS ~~Operator Security Statement and~~ Training and Testing Agreement ~~prior to gaining access to UCJIS.~~ Signing this document reaffirms ~~holds~~ the employee's ~~responsible for the use or misuse of their UCJIS login and serves as~~ acknowledgement of their understanding of the policy, potential penalties, and personal liability.
    c. Follow all standards of system security and dissemination requirements.
    d. Maintain successful re-certification and training as required by CU911 standards.
    e. Terminal operators will be notified by the TAC 30 days prior to their expiration date for re-testing. Failure to complete the test will be cause for suspension of their logon by BCI.

16.01.3 USE OF LOGONS AND PASSWORDS

1. Dispatcher logons and passwords are not to be used by anyone other than the assigned user and must be kept confidential to ensure security of the system. The agency TAC or authorized personnel can override or create a new password if necessary.
2. Employees shall only access law enforcement information through state and national computer files for authorized purposes.
3. Due to the fact the systems are internet-based, employees are only authorized to access the state and national computer files from authorized work sites. Access is not authorized from home or any other internet access site unless written approval (with the purpose documented) is given by management.

16.01.4 MISUSE OF UCJIS FILES

1. If misuse of the UCJIS files is suspected, the following will occur:
    a. The employee's UCJIS access will be suspended immediately.
    b. BCI administration, including the Commissioner and Director, will be notified of the suspected misuse.

    c. An investigation of the suspected misuse will begin, to include a review of the employee's UCJIS use history.

2. If misuse of the UCJIS files is proven to have occurred, the following Sanctions may occur:
    a. A formal report filed with BCI regarding the incident
    b. Sanctions by BCI against the employee
    c. Criminal prosecution against the employee
    d. Civil actions by other injured parties
    e. CU911's loss of UCJIS access
3. If the investigation determines a level of misuse wherein corrective action is deemed appropriate, the employee will also receive remedial training to ensure that the employee has a clear understanding of the proper uses of the system.
    a. The employees' access to files will remain suspended until the remedial training is complete.
    b. Upon successful completion of the remedial training, and upon approval of BCI, the employee will regain their UCJIS access.
    c. Failure to successfully complete remedial UCJIS training may result in action up to and including termination of employment.

17.01 Records Requests

17.01.1 PURPOSE
This policy defines the process for requesting, and approval for release of the records of Central Utah 911 (CU911). Central Utah 911, its employees and agents, will work with the public, the news media and the agencies served, to provide reasonable and lawful access to the information and records in control of the Dispatch Center, pursuant to the Government Records Access Management Act (GRAMA) and following all applicable, federal, state and local laws.

17.01.2 GUIDELINES
Central Utah 911:

1. As a distinct legal entity, owns and controls all the records generated by it, including recordings.
2. Recognizes the legislative mandate that records should be public unless restricted to protect individual privacy rights or those other purposes set forth in the Utah Government Records Access Management Act (GRAMA).
3. Will follow GRAMA in classifying and releasing records. HIPAA requirements will also be adhered to when releasing records containing medical information.
4. Will accept requests for records, submitted on the appropriate forms, and will release the records with approval based on GRAMA.
5. May charge the cost of reproducing copies of records. The charges will be approved by the Board of Directors and will be listed on the request forms, ensuring that requestors are advised of costs before the record is released.

17.01.3 AGENCY INVOLVEMENT

1. CU911 recognizes that its members may be impacted by the release of documents. CU911 will cooperate with its members concerning the release of records, consistent with this policy.
2. Each agency will provide CU911 with the name and contact information for their GRAMA officer.
3. Upon receipt of a GRAMA request, CU911 will determine which agency, or agencies, may be impacted and notify the agency GRAMA officer(s) of the request.
4. If the agency objects to the release of the record, it must notify CU911 within five days from the date the agency's GRAMA officer is notified of the request.
    a. The initial reply may be oral but must be followed up by a written request to withhold the record. The written request must be received by CU911 within three days of the oral notification.
    b. The written objection ~~must be on agency letterhead and~~ must state the reasons, by citation to GRAMA (Utah Code Ann. §63G-2-101 et seq), why the documents shall not be released as public.
5. If CU911 has not heard from the member within five days or received a written objection within three days of initial notification, CU911 will release the records, unless it appears that appropriate legal basis exists to classify the records as private, controlled, protected or exempt from disclosure.~~withhold the record as non-public.~~
6. If an objection to the release of the requested record is timely received by CU911, the request will be honored. However, if CU911 is sued, or if an appeal is filed with the Government Records Office~~State Archives~~, the objecting agency shall be responsible to defend and indemnify CU911, as adopted by ~~resolution~~the resolution of the Board of Directors on February 11, 2010.

Commented [RS1]: Usually we've been using emails from the agency, I've never had to request an "Official written objection" Can this be changed to reflect that or do I need to change and start requiring these?

Commented [RS2]: Recently changed to Government Records Office

17.01.4 PENDING CRIMINAL ACTION

1. A person accused of a crime, with a pending criminal action before any court having jurisdiction, may not obtain records through a GRAMA request. Any such person will be required to request any records related to the incident by use of Rule 16 of the Utah Rules of Criminal Procedure, made through the appropriate prosecutor's office.
2. An agency that is aware of a pending criminal action when its GRAMA officer receives notice of a GRAMA request, shall be obligated to notify CU911.

17.01.5 REQUESTS

1. Public S~~s~~afety agencies served by CU911, as well as the County and City Attorneys Offices for those agencies, will submit their requests for records on incidents within their jurisdictions on the "Agency Recording Request Form".
    a. The requesting entity will be provided with dispatch recordings and other records, as requested, for investigative purposes, court proceedings, internal investigations and citizen complaints filed with the agency.
    ~~b. Requests will be accepted from a Police Sergeant or Fire Captain level, or higher.~~
    ~~c.~~b. For complaints or concerns about a dispatcher or dispatch procedures, follow Operations Procedure "Complaint Processing".
2. Other city or county departments (public works, administration, etc.) from within entities served by CU911 should have their requests processed through their police, fire or attorney's office in order to ensure verification of the requestor, or through the general GRAMA request process.
3. All other requests must be submitted on the ~~"GRAMA Request for Records~~Utah Open Records Portal~~"~~ and processed through the Records Officers or Executive Director, who will review the request for adherence to GRAMA guidelines, and may be reviewed by CU911'S legal counsel for authorization of release.

17.01.6 FEES

1. Public safety agencies~~, and~~ city and county attorneys from entities served by CU911 will be provided records at no cost.
2. Other requestors will pay the approved fee for record copies (printed or recorded copies).
3. Agencies needing multiple copies of the same incident are encouraged to request one copy and make additional copies themselves. When multiple copies of the same incident are requested, the agency may be required to pay the established records fee.
4. The Executive Director may authorize waiving fees as deemed appropriate.
5. Public GRAMA requesters can fill out a fee waiver while submitting their request. Fee waivers will be approved if the following are true or at the Executive Director's approval:
    a. Releasing the record primarily benefits the public rather than a person;
    b. The individual requesting the record is the subject of the record.
    c. The requester's legal rights are directly implicated by the information in the record and the requester is impecunious.

17.01.7 APPEALS

1. Upon notification of denial, a requester may submit a written request to appeal the decision. The request should be submitted to the Executive Director, who will forward it to the Chairman of the Board of Directors for their review. The appeal must be filed within 30 days of the request denial.
    a. The appeal should reference the details of the initial request along with the reason(s) the requestor feels the denial was inappropriate.

~~2.~~ If the Board of Directors denies the appeal, the requestor has the option to file an appeal within 30 days to the Utah Government Records Office. ~~may request a review by the Utah State~~
~~2. Records Committee.~~

Commented [RS3]: Quite often requests come from the officer or detective assigned the incident with their Sgt or Chief as authorizing per our form

Commented [RS4]: We no longer use this form, requests go through Utah.gov Open Records Portal

Commented [RS5]: Add something about fee waivers on the portal?

Commented [TB6R5]: @Rachel Sevison will you word this as to your recommendation and we will review it?

Commented [RS7]: This comes from GRAMA state code 63G-2-203 4(a)(b)(c)

Formatted: List Paragraph, Indent: Left: 0.33", Hanging: 0.25", Outline numbered + Level: 4 + Numbering Style: 1, 2, 3, … + Start at: 1 + Alignment: Left + Aligned at: 0.33" + Indent at: 0.58", Tab stops: