



Board of Directors
Meeting Minutes
Thursday, February 12, 2026
Central Utah 911 Dispatch
3047 N 400 W
Spanish Fork, UT 84660

Members in Attendance:

Karla Merrill, Alpine City
Ernie John, American Fork City, Chairman
Chandler Goodwin, Town of Cedar Hills
Dave Ulibarri, Eagle Mountain City
Doug Courtney, Highland City
Liz Rice, Highland City, alternate
Marvin Kenison, Juab County
Scott DaBell, Lehi City, via Zoom
Seth Atkinson, Nephi City
Scott Spencer, Payson City
Mark Christensen, City of Saratoga Springs
Matt Johnson, Spanish Fork Police
Dorel Kynaston, Woodland Hills via Zoom

Absent Members:

Ryan Robinson, Alpine City, alternate
David Gustin, Town of Cedar Fort
Robert Morgan, Town of Cedar Hills
Jeff Weber, Eagle Mountain City
Jared Peterson, Elk Ridge City
Hollie McKinney, Town of Fairfield
William McMullin, Town of Genola
JC Reynolds, Town of Goshen
Todd Williams, Pleasant Grove
Terry Ficklin, Salem City
Mike Smith, Utah County Sheriff

Others in attendance:

Josh Nielsen, Assistant Attorney for Vaughn Pickel
Chief Chase Gustman, Central Utah 911 Operations Board Vice-Chairman
Heidi Healy, Central Utah 911, Executive Director
Micah Clark, Central Utah 911, IT Manager
Tricia Breinholt, Central Utah 911, Operations Manager
Suzee Anderson, Central Utah 911, Business Manager
April Robbins, Central Utah 911, Performance Development Manager

Kat Provstgaard, Central Utah 911, Performance Development Supervisor- Police
Marci Legerski, Central Utah 911, Performance Development Supervisor – Fire
Alex Wall, Central Utah 911, CAD Coordinator
Benjamin Oakeson, Central Utah 911, IT Specialist
Rachel Sevison, Central Utah 911, Records Clerk
William John

I. Call to order: Ernie John, Chairman

Technical error with Zoom meeting link, waited for quorum.

Ernie John called the meeting to order at 9:18a.m.

Meeting started at 9 but we had to wait for quorum. Ernie John welcomed the new members from Highland City and Karla Merrill from Alpine City.

II. Consent Calendar: Ernie John, Chairman

a) Meeting Minutes for; September 2025

Doug Courtney made a motion to table this item until the next meeting.
Mark Christensen seconded the motion, and the motion passed unanimously.

b) Warrant Register for; September, October, November 2025

c) Financial Statements

Ernie John requested a motion or comments on the rest of the consent calendar.

Seth Atkinson made a motion to approve the rest of the consent calendar.
Doug Courtney seconded the motion, and the motion passed unanimously.

Scott Spencer joined the meeting at 9:23a.m.

III. Business and Action Items:

a) Election

Ernie John – Chairperson, Election for Vice-Chairperson

Doug Courtney- City Counsel rep from Highland, Liz Rice is the new alt for Highland. **Ernie John-** is there someone willing to serve as vice chair? **Doug Courtney-** I'm willing to step up but might not have the knowledge.

Mark Christensen made a motion for Norm Beagley to be vice chair.
Seth Atkinson seconded the motion. All voted in favor, and the motion passed.

Mark Christensen commented that he just can't come down, but once the causeway is finished, he will volunteer for chairman.

b) Law 4 radio channel – Director Healy

We had a meeting last Thursday with the police chiefs, our staffing is good enough, we can make a plan to open Law 4 radio channel. Trying to decide how best to divide up 3 law channels into 4 law channels. Bordering cities want to be on same channel but we can't appease everyone. Huge pat on the back to the training team for getting staffing to this point. Next big thing on our radar is getting our 2 Fire radio channels unpatched 24/7. We need a little more staffing to make that happen. **Ernie John**- it was a good meeting reps were all there, the big thing was getting UCA information back, they only gave us 21 days we need bigger picture. **Heidi Healy**- UCA retention is only 30 days so I'm not sure we can get more information than what we've received, hopefully those willing to go to UCA and get more info will succeed. **Micah Clark**- when the switch to 4 Law channel does happen, we will need to reprogram each and every radio. **Heidi**- big picture, having 4 Law channels will help even out dispatcher's workload.

c) CrimeRadar app – Director Healy

Heidi Healy- CrimeRadar app captures ALL radio channels. Down south the agencies have been having problems with people showing up on active scenes. **Marci**- downloaded it and it's crazy how much you hear and how clear it is with the ability to record. Beaver and Washington counties are going to encrypted channels. It's a safety issue for our officers to have the public showing up on scenes. It's not a good thing; this app has clearer sound than handheld radios. With this app they can listen to all radios, every channel. Everyone's handheld radio and in car radios etc. would need to have encryption turned on. **Mark Christensen**- there are some benefits to the public like PulsePoint, people like knowing what's going on in their area. Can get some closer help when needed. **Ernie John**- all our officers, fire and dispatchers are working under stress so everything they say isn't PC, also personal information getting out is a big issue. **Mark Christensen**- the world is expecting transparency, they just don't realize the reality of our world, it's not always pretty and PC.

d) CAD2CAD with DPS – Director Healy

Heidi Healy- we are finally live. They turned it on without telling us, but it is working. Central Utah 911, VECC and Salt Lake are some of first ones to go live on CAD2CAD. Because of how many calls we receive from i15, we were on top of list. It is helpful for communicating with UHP. We'd like to see CAD2CAD with Wasatch and Summit counties as well, it'll be helpful if our lines ever go down again. Downside is we are processing DPS calls, if this hits us hard we might have to start charging them. **Ernie John**- let's keep track and see moving forward.

IV. Policy Approval

a) 08.14 Mobile Device Management – TAC Rachel Sevison

Rachel Sevison- Before BCIs new update we didn't have any MDMs, now laptops are included. Because of that change to stay in compliance with BCI we had to write this policy. It has been reviewed by Vaughn; he didn't see any issues. **Doug Courtney**- doesn't mention who takes

responsibility but if that's how our policies are written then it is alright. **Scott DaBell** – looking at it from UCJIS side, this policy gives the ability to remotely connect, wipe the connected issues, or shut down/ wipe. Central Utah 911 doesn't let people bring their own devices but if company owned laptops get stolen etc.

Ernie John looked for a motion to approve policy 08.14.

Doug Courtney made the motion.

Scott DaBell seconded the motion, the motion passed unanimously.

V. Operations Chair Report: Chief Gustman

Chase Gustman- Discussed staffing, CrimeRadar app, Spillman server and how often CAD is going down. We need to voice our concerns with Spillman. GIS updating, any problem with roads talk to Alex Wall. Talked about at what point do they key up with trainees. How to let Fire and EMS know when CAD goes down, because they can't see it on their end, or when response stacks aren't accurate, Central Utah 911 is working on SOP to notify Fire and EMS when CAD is down so they can be patient and understanding.

VI. Director's Report: Heidi Healy Executive Director

Heidi Healy- Chief Brown was voted as vice chair on the Operations Board. Talked to Chiefs about legislation on schools FRPs for panic buttons and provide school staff wearable buttons, on our side these systems need to interface with our system, the State approved 4 vendors, we are worried we will be overloaded having to use all 4 different systems. The one we use and love wasn't picked. In our perfect world all schools will have the same vendor. There are a lot of moving parts we want to be included in these discussions. **Karla Merrill-** some schools are using our preferred vendor, but others aren't, the State elected other preferred vendors, if schools decide to go with another vendor, it's paid out of pocket for the School District. We like the vendor Aim; some schools are using it currently. We need to have conversations with the right people about vendors and how it will all work together. Coordinating meetings between City Representatives and with Central Utah 911. We won't hear about it, but we can be proactive and set meetings. **Micah Clark-** on our end we need to know and understand each vendor so we can access it and train our dispatchers to really aid responders. **Ernie John-** worried about how we would handle training for 4 vendors. Schools and charters can get state funding for these 4 vendors. **Heidi Healy-** trying to compile list of Charter Schools, Mark Christensen suggests going to State Charter Board, and requests Heidi to follow up. Spillman servers are still a real headache for us, lots of talk but no resolutions Ernie John and Heidi Healy think they have the beginning of a plan. We all know this is frustrating. **Ernie John-** feelings that money hasn't been used but not everyone has paid so we can't move forward with a new server, Ernie and Heidi talk a lot and the frustration is that not much is happening, but we are all concerned and want things to move forward. **Heidi Healy-** would like to introduce Ben Oakeson Micah Clark's right hand. Alex Wall has been working really hard on responding units, demo with Lehi Fire, apparatus changes, street changes, etc. it's going to be a constant duty of Alex's. Several fire chiefs were singing Alex's praise with everything she's been doing.

VII. Open Forum

Ernie John- resident had a construction person say they hit a line, their protocol currently is they call their office to call us, but Ernie John said they should be calling from the scene so we can find them and get help asap. We did everything on our end correctly; it was their internal system that caused issues. Viops phone systems are a mess, 90% have incorrect address programmed. Schools have Voip but all phones went back to district office. **Alex Wall**- Up north school districts phones still don't have addresses; they are aware and working on it. Pizza Hut in Lehi is another Voip phone with the wrong address, so phones get routed across country where owner lives. We won't know if they make the change until we test it.

Mark left the meeting at 10:07a.m.

Next Meeting: March 12, 2026, at 9:00a.m.

Budget season is coming up you'll be hearing about it. Our budget is like a city budget but the quicker we get it to the cities the better. Seth Atkinson asked if we could do a 2-year budget. Suzee Anderson says she will look into it. Budgets might be different for interlocal than city.

Ernie John looked for a final motion to adjourn.

Scott DaBell made a motion to adjourn.

Doug Courtney seconded the motion, the motion passed unanimously.

Meeting was adjourned at 10:09 a.m.

Approval Signature – Chairman Ernie John Date