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.

Terry Ficklin
Terry Ficklin (Feb 26, 2026 14:27:55 MST)

Approval Signature – Terry Ficklin

26/02/2026

Date

Unapproved Meeting Minutes 08.14.2025

Final Audit Report 2026-02-26

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