Board of Directors
Meeting Minutes
Thursday, December 11, 2025
Central Utah 911 Dispatch
3047 N 400 W
Spanish Fork, UT 84660

Members in Attendance:
Ernie John, American Fork City, Chairman
Robert Morgan, Town of Cedar Hills via Zoom
Dave Ulibarri, Eagle Mountain City
William McMullin, Town of Genola via Zoom
JC Reynolds, Town of Goshen via Zoom
Scott DaBell, Lehi City, via Zoom
Seth Atkinson, Nephi City
Todd Williams, Pleasant Grove, via Zoom
Terry Ficklin, Salem City
Tyler Jacobson, Spanish Fork City via Zoom
Julie Fullmer, Vineyard City via zoom
Dorel Kynaston, Woodland Hills via Zoom

Absent Members:
Ryan Robinson, Alpine City, alternate
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
Marvin Kenison, Juab County
Brad James, Salem City, alternate
Mark Christensen, City of Saratoga Springs
Matt Johnson, Spanish Fork Police
Mike Smith, Utah County Sheriff

Others in attendance:
Vaughn Pickell, Central Utah 911, Legal Representative
Chief Chase Gustman, Central Utah 911 Operations Board Vice-Chairman
Jon Haderlie, Auditor
Heidi Healy, Central Utah 911, Executive Director
Micah Clark, Central Utah 911, IT Manager
Suzee Anderson, Central Utah 911, Business Manager, via Zoom
Kat Provstgaard, Central Utah 911, Performance Development Manager- Police
Marci Legerski, Central Utah 911, Performance Development Supervisor – Fire

Call to order: Ernie John, Chairman

Ernie John called the meeting to order at 9:00a.m. and thanked everyone for coming, noting the date.

> **Norm Beagley joined the meeting at 9:03a.m.**
> **Eric Ellis and April Robbins joined the meeting at 9:04a.m.**

Consent Calendar: Ernie John, Chairman

a) Meeting Minutes for; September 2025
b) Warrant Register for; September, October, November 2025
c) Financial Statements

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

Dorel Kynaston noted his first name was misspelled in September's Meeting Minutes. The correction will be made.

> **Dorel Kynaston made motion to approve the consent calendar.**
> **Terry Ficklin seconded the motion, and the motion passed unanimously.**

Scott Spencer joined the meeting at 9:06a.m.

Business and Action Items:

a) Financial Audit, Jon Haderlie

Shane Sorensen joined the meeting at 9:09a.m.

Jon Haderlie reported on the audit of the fiscal year ending June 30, 2025, noting this report could have been presented earlier but that there was a delay in receiving the financial documents because of a backlog at Pelorus caused by understaffing. He suggested his organization could create these documents in the future if so desired, which would avoid such a delay. Mr. Haderlie reported that they issued two opinions: an unmodified/unqualified opinion regarding the financial statements (); an unmodified opinion regarding compliance and controls over compliance. He communicated about significant risks, noting that the organization can do little or nothing to avoid these risks. The communicated risks were improper revenue recognition, management's bias, management's ability to override controls, and cash disbursements. Mr. Haderlie concluded with a brief discussion of the risk-based approach they take to the audit process.

Ernie John said Suzee Anderson and Heidi Healy did a really good job mostly, Suzee. No findings are great, way to go!

Jon Haderlie left the meeting at 9:18a.m.

b) Security Incident, Director Healy

Director Heidi Healy discussed how Central Utah 911 received a refund of approximately $62,000 from the trust that will be reflected in the next invoices. There were two $25,000 deductibles that needed to be met, everything was paid out of last fiscal year's budget. Hopefully we are done with it for good.

c) Juvare, Director Healy

Director Heidi Healy discussed how for the last 2 years we've been using OneCall for helicopter call outs, some successes but not quite good enough too. In this last Spring the State put out Juvare, but it wasn't working the right way for us. 6-8 weeks ago, they contacted us to let us know they made the changes we needed. We started implementing it on the 1st and canceled OneCall. Helicopters show up on CAD maps, we call the closest one directly instead of using 3rd party. We've used it twice so far and it was really easy, seamless supervisors are excited they think it will really help. We see not only local helicopters but also the one in Ely, some from Colorado, fixed wings are in there too.

d) LAW 4, Director Healy

Director Heidi Healy said we are getting very close to opening Law 4 radio channel, staffing is improving, training team has been working really hard, and Tricia has been working on our schedule. **Director Healy** said we are researching which channels are busiest to see which agencies we are going to move by opening Law 4. Big picture we are very excited to be this close. Only 6 years late. In order for the next 2 radio channels to open, we need to have 2 fire channels open all day/night and then add another service channel.

Policy Approval

a) 04.11 Personnel Complaints, revised- Business Manager Suzee Anderson

Suzee Anderson yes there is lots of red, but we basically redefined who handled investigations and clarified a few things.

Terry Ficklin made a motion to approve Policy 04.11.
Norm Beagley seconded the motion, and the motion passed unanimously.

b) 04.12 Confidentiality, revised- Business Manager, Suzee Anderson

Suzee Anderson discussed how to stay compliant with CJIS Security Policy we needed to add a PII section. Micah Clark and Rachel Sevison worked on this and decided it worked best in policy 04.12.

Norm Beagley made a motion to approve Policy 04.12.
Tyler Jacobson seconded the motion, and the motion passed unanimously.

c) 07.03 Travel Expenses, revised- Business Manager, Suzee Anderson

Suzee Anderson talked about Policy 07.03, changes made were to clarify carpooling expectations, if less than 4 employees are attending offsite training they travel together, if more than 4 employees 2 cars and separate mileage is acceptable. Per diem for food was adjusted according to the States' recommendation. **JC Reynolds** asked how much we save by carpooling. **Heidi Healy** mentioned that the largest and most consistent expense is POST, which is a week-long training for new hires other than that training courses are only here and there. With our agencies, sometimes we get invited to some training courses around the County. Last year our mileage budget was completely depleted quickly because everyone drove their own cars to the same training. New hires are also sent to drive Utah and Juab Counties to see the roads and landmarks, that way when they are dispatching, they see it in their mind, and it makes more sense. **Norm Beagley** mentioned there are potential problems, such as more wear on one car, forcing people to ride together could cause problems, providing personal vehicles to drive others, force people who don't get along etc., Heidi could approve if any issues arise, maybe add that Heidi can approve other arrangements if needed. If Person A and Person B don't get along and it's approved, they can drive separately, but Person C is still forced to ride with someone. Is it moral, treating everyone fairly and equally. **Tyler Jacobson** states it is 'recommended' that for every 4 people in guidelines, we could modify and revisit. Other examples what if someone has kids, messy car, or car seats. **Dorel Kynaston** suggests that we don't manage it so closely, Dorel would be fine paying for their mileage when dispatchers go for training in his city. **Ernie John** is also willing to pay mileage; he would love Central Utah 911 represented at Steel Days next year. **Norm Beagley** says he's not against these changes but thinks it needs fine tuning.

Ernie John asked for a vote to table Policy 07.03 until next meeting.

Norm Beagley made a motion to table Policy 07.03.
Tyler Jacobson seconded the motion, the motion passed unanimously.

Operations Chair Report: Chief Gustman
Chief Chase Gustman reports from Ops Board meeting last week, that UCA has been removing old equipment from towers, but they created problems with paging. There have been issues with permanent patches. Please don't air "dirty laundry" in open committee meetings, bring them to Heidi. We are excited about how close law 4 is to opening, fires know they are next. Pursuits in other areas being available to see on CAD for assistance. Juvare; everyone is excited about it; Alex Wall did great demonstrating how it works. CAD to CAD is improving and we've seen the benefits. The Sheriff's Department mentioned they have more planes and full-time pilots available at any moment to help with incidents. **Chase Gustman** wants everyone to be sending tickets to report issues with radios. Eddie Hales' board up rotation has been used by other agencies and that has caused some issues. Looking into iSpy silent dispatching, adding fire 4, or even limiting radio usage for some incidents. **Micah Clark** reported the county server for CAD to CAD is running but not live yet. Micah will continue working with UHP and us to build training on how to use it then it can go live. They met with Alex, UHP is trying to get maps built to create seamless transition between us. So far, it's been a 4-year process, hopefully not 6 years. We will see how things look once the new person has settled in after Captain Trotta retired.

Director's Report: Heidi Healy Executive Director
Phone outage in October, the cause was a rodent ate though our fiber line, 911 and non-emergency calls were down Friday at noon. Phones weren't back on until 815pm. 911s roll to summit dispatch but we don't like it, summit is so small they can't handle our call volume. After a few hours we moved them to Metro, we had 3 people go to Metro to answer 911s. Admin lines didn't get answered during this outage, looking into mobile command phones, we want a couple so we could answer our admin lines. Looking into whether Motorola has one we could test. We would love to get 4-5 in next year's

budget. Our building only has 2 redundant lines, but when UCA brought it in for new system all fiber no copper, they lost our redundancy, so we are working to fix this issue to lessen the chance of happening again. Motorola was impressed that we could make it work. With Metro and us, also looking into Starlink, Emery County put Starlink on all apparatuses and a backpack for SAR. **Ulibarri** told us Eagle Mountain has a few Starlink backpacks they work well. Routers are on site for non-emergency, so we couldn't send them to Metro. We need remote phone consuls if we need to evacuate, etc., Starlink or mobile command posts phones looking into those options.
Heidi- UCA stakeholders meeting they are making improvements up AF canyon, going to test a new antenna, directional, only 30k instead 1m for a new tower. Up SF canyon they are working to fix the Tucker tower. UCA is not always the greatest communicator. Patching 700 to vhf we were told it would work, but it's not. They just did updates on dispatch consuls so far so good. Please encourage fire reps to come to ops board meetings, we can get on the same page and iron out issues. **Tyler** asked- roster for who attends so they can see if their fire people are attending so they don't bother those that are showing up. Encourage people to attend so issues are discussed in proper place.

Open Forum
AAR for Charlie Kirk incident- report from our viewpoint coordination issues between PSAPs. We had one here, but the PSAP didn't show up. We were invited to one at BYU, found it really beneficial but again the PSAP that handled the incident didn't show up. Learning experience for us all. Server dumped Spillman people lost data normally runs 20% it was 100% for this event we weren't told when they dumped the server it was very frustrating. April is doing well with active shooter training.

Merry Christmas!
Next Meeting: January 8, 2026, at 9:00 a.m.

Ernie John asked if everyone was alright with a week's notice to cancel next meeting unless we need it. Everyone agreed.

Ernie John looked for a final motion to adjourn.

> **Terry Ficklin made a motion to adjourn.**
> **Seth Atkinson seconded the motion, the motion passed unanimously.**

Meeting was adjourned at 10:09 a.m.

EM John

Approval Signature – Chairman Ernie John

3-12-2026

Date: