



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

Due to a technical error, there was a delay in starting the meeting. Ernie John called the meeting to order at 9:18 a.m. Ernie John welcomed the new members from Highland City, Doug Courtney and alternate, Liz Rice along with Karla Merrill, the alternate 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 consent calendar, tabling the meeting minutes.

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

Brittney Bills is no longer the representative for Highland City, which leaves a vacancy for the vice-chairperson. After a discussion Doug Courtney volunteered, but acknowledging limited familiarity with the role, the board ultimately selected Norm Beagley to serve as vice-chairperson.

**Mark Christensen made a motion to appoint Norm Beagley as Vice-Chairperson.
Seth Atkinson seconded the motion. All voted in favor, and the motion passed.**

b) Law 4 Radio Channel – Director Healy

Director Heidi Healy reported on meeting last Thursday with the police chiefs. Central Utah 911 staffing is at a level that can support opening the Law 4 radio channel. The board discussed how best to divide our agencies into four law channels. This creates a unique challenge because neighboring cities want to be on the same channel. The next goal is to get the Fire Radio Channels unpatched 24/7. **Ernie John** stated it was a good meeting with many chiefs there. There was a lack of information given by UCA. More data was requested. **Director Heidi Healy** clarified that UCA's retention length is only 30 days so, she is unsure how much data is available. **Micah Clark** stated when the switch to 4 Law channel does happen, every radio will need to be reprogrammed. **Director Heidi Healy** stated that having 4 Law channels will help even out the dispatcher's workload.

c) CrimeRadar app – Director Healy

Director Heidi Healy reported on an app called CrimeRadar. This app captures ALL radio channels. Other agencies have been having problems with people showing up on active scenes. Marci Legerski, Performance Development Supervisor for Fire, downloaded the app and noted the clarity and volume of data available. The app also has the ability to record. Beaver and Washington counties are going to encrypt their channels. It's a safety issue for our officers to have the public showing up on scenes. With this app the public can listen to every channel. If Central Utah 911 chose to encrypt its channels, all handheld and in-car radios would need to have encryption enabled. **Mark Christensen** stated there are some benefits to the public being able to access information, for instance, PulsePoint allows people to know what's going on in their area. **Ernie John** conceded that all our officers, fire and dispatchers are working under stress so everything said on the radio may not always be appropriate for public broadcast. Also, personal information getting out is a big safety issue. **Mark Christensen** stated the world is expecting transparency.

d) CAD2CAD with DPS – Director Healy

Director Heidi Healy reported that Central Utah 911 is finally live with the CAD2CAD with DPS. It was turned 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. Due to the number of calls we receive from I15, we were on top of list to go live. It is helpful for communicating with UHP. We'd like to see CAD2CAD with Wasatch and Summit counties as well. This form of communication will be helpful if our lines ever go down again. The downside is we are processing DPS calls, if this starts to be time consuming for our dispatchers, we may have to start billing DPS. **Ernie John** suggested keeping track and watching what happens in the future.

IV. Policy Approval

a) 08.14 Mobile Device Management – TAC Rachel Sevison

Rachel Sevison explained that prior to BCI's recent update, Central Utah 911 did not have any Mobile Device Management (MDM) systems and therefore did not require this policy. Now laptops have been redefined as MDMs. Because of that update, in order to stay in compliance with BCI Central Utah 911 needed to adopt this policy. It has been reviewed by our legal advisor; they didn't foresee any issues. **Doug Courtney** raised the point that it doesn't mention who takes

responsibility, but if that's how our policies are written then it is alright. **Scott DaBell** questioned if this policy gives Central Utah 911 the ability to remotely connect to laptops, wipe the connected issues, or shut down and wipe the hard drive. **Micah Clark** answered that we couldn't go and completely wipe a laptop, just remove the data that is associated with us. Central Utah 911 doesn't let people bring their own devices, in the event a company owned laptops get stolen or improperly used this would come into effect.

Ernie John asked 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 reported that in Operations Board meeting we discussed hiring a lateral with 7 years' experience, how the CrimeRadar app is concerning for EMS, the Spillman server and how often CAD is going down. Discussion ensued on how we can voice our concerns with Spillman. GIS updates were discussed, and if anyone had any roads to update talk to Alex Wall. The board discussed when and how dispatchers acknowledge if the dispatcher is a trainee. Ways to let Fire and EMS know when CAD goes down were discussed. Central Utah 911 is working on an SOP to notify Fire and EMS when CAD is down so Fire and EMS can provide more grace to the dispatchers. **Director Heidi Healy** mentioned that Chief Keldon Brown was recently voted as vice chair on the Operations board.

VI. Director's Report: Heidi Healy Executive Director

Director Heidi Healy reported on her discussion with the Police Chiefs about legislation put into place with schools' safety. The state put out an RFP to several vendors for panic buttons and that will provide school staff with wearable buttons. Dispatch requires these systems to interface with the Aware mapping system so panic button activations are visible to dispatchers. The State awarded 4 different vendors. There is concern this will overload dispatch, having to use all 4 different systems. The one Central Utah 911 has been using wasn't picked. There are a lot of moving parts to school safety software and Central Utah 911 wants to be included in the communication to get our people the very best training. **Karla Merrill** asked what vendor Alpine School District is currently using. Director Healy responded that they use Ajax Aim. **Karla Merrill** asked if that was our preferred vendor. **Director Heidi Healy** said yes, that is our preferred vendor, but it wasn't one the state awarded, and she doesn't want to push a specific vendor. Some schools use Ajax Aim. The State elected other preferred vendors. Schools can select any vendor, however, if it is not a preferred vendor of the state, the cost is solely the responsibility of the school. There needs to be conversations with the right people about vendors and how it will all work together. Further discussions are needed to coordinate meetings between City Representatives and Central Utah 911. **Micah Clark** stated we need to know and understand each vendor so we can access it and train our dispatchers to aid responders. **Ernie John** is worried about how we would handle training for 4 different vendors. **Heidi Healy** has been trying to compile list of Charter Schools. **Mark Christensen** suggests going to the State Charter Agency, and requests Heidi to follow up with him to facilitate this. **Heidi Healy** mentioned how the

Spillman servers are still a problem. There is a lot of talk but no real resolutions. Ernie John and Heidi Healy have discussed this issue and started to formulate plans. **Heidi Healy** introduced Ben Oakeson, the new IT Specialist. She is quickly learning the job. Alex Wall has been working hard on recommended units. Currently, Lehi is testing out the usability of recommended units and giving feedback. This will be a constant job function for Alex. Numerous Fire Chief's are impressed with Alex's ability.

VII. Open Forum

Ernie John discussed a recent issue with a construction company and an addressing issue. VoIP phone systems are a mess; most have incorrect addresses programmed in. A lot of schools use VoIP systems which can cause delays in service. **Alex Wall** stated Northern Utah County school districts VoIP systems still don't have the correct addresses; they are aware and working on it. **Director Heidi Healy** brought up that there is a Pizza Hut in Lehi that has a problem with their VoIP phone with the wrong address, so phones get routed across country where the owner lives.

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

Ernie John reminded the council that budget season is approaching. The quicker CU911 has their budget prepared, the easier it is on all entity budgets. **Seth Atkinson** asked if we could do a 2-year budget. **Suzee Anderson** stated she will look into it. Budgets might be different for interlocal than city.

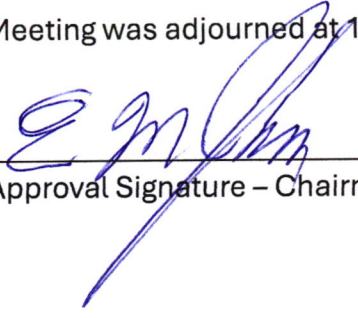
Next Meeting: March 12, 2026, at 9:00a.m.

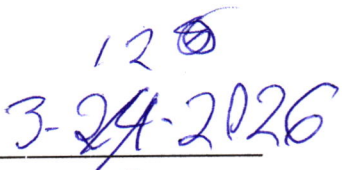
Ernie John requested a motion to adjourn.

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