

Minutes of the
BOUNTIFUL CITY COUNCIL
March 10, 2026 – 6:00 p.m.

Official notice of the City Council Meeting was given by posting an Agenda at City Hall and on the Bountiful City Website and the Utah Public Notice Website and by providing copies to the following newspapers of general circulation: The City Journal and Standard Examiner.

Work Session – 6:00 p.m.
City Council Chambers

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| Present: | Mayor | Kate Bradshaw |
| | Councilmembers | Mille Segura Bahr, Dan Bell, Beth Child, Richard Higginson, Matt Murri |
| | City Manager | Gary Hill |
| | Asst City Manager | Tyson Beck |
| | City Attorney | Brad Jeppsen |
| | City Engineer | Lloyd Cheney |
| | Finance Director | David Burgoyne |
| | Chief of Police | Ed Biehler |
| | Dispatch Center Supervisor | Amy Waldron |
| | Recording Secretary | Maranda Hilton |

Mayor Bradshaw called the meeting to order at 6:03 pm and welcomed those in attendance.

HYPER NON-EMERGENCY CALL TAKING – CHIEF ED BIEHLER

Chief Biehler explained to the Council that keeping the dispatch center fully staffed has been a big issue and concern for the past couple of years. He said that a strategic plan has been created and is being put in place to help address the causes and to help mitigate the effects for both employees and residents. He explained that this proposal to purchase and adopt a phone call system is a component of that plan and he believes it will help the dispatchers be less stressed and overworked. He said that staff went to trade shows and researched different products and found that a company called Hyper makes software that answers and routes up to 75% of all non-emergency calls. He said Hyper has the only product that also offers CAD integration, which inputs the call information directly into the dispatcher software system so that officers can be dispatched more easily and efficiently when needed. This software has also been vetted by IT Department staff and the Davis Area Public Safety Server (DAPPS) for security compliance, explaining that all personal information collected by the software will remain fully protected and owned by the City. He explained that the software uses AI that sounds like a real person to answer calls coming to the non-emergency line and is advanced enough to understand a caller’s intent regardless of phrasing, detect location and learn local landmarks, switch languages as needed, detect emotional distress and tone, and has context memory. If at any time the AI senses the caller is frustrated with the system or detects that the call should be escalated to emergency status, it will route the call to a live dispatcher.

Chief Biehler explained that Hyper will give Bountiful City a 3-month trial period at a reduced price, and if the City decides to keep it, they will then pay the remaining annual contract amount. Normal pricing is 90 cents per call, but they negotiated down to 75 cents per call. Staff

1 estimates the software will handle about 80,000 calls in a year, or approximately \$60,000. The
2 contract has a price lock for three years and can be cancelled at any time. Chief Biehler said they had
3 a user's meeting with the other entities that Bountiful dispatches for and all parties were supportive of
4 trying this software and willing to share the cost of it as needed. However, staff decided that
5 Bountiful will pay for it this first year.

6 He said the next step will be to have Hyper come out to install and configure the system, so
7 employees can begin training on and testing it with live support from Hyper.

8 The Council and Mayor asked more detailed questions about how exactly the software will
9 function in certain situations, where the company is located, if they are a public or private company,
10 how the use of the AI technology will comply with new state laws, how long this product has been on
11 the market, and the scope of customer support we are expecting to receive. Chief Biehler answered
12 the questions the best he could, adding that he feels confident that testing this product could greatly
13 improve dispatch operations and that the contract is flexible enough to be low risk if they decide it
14 does not perform well. Hyper has seemed very motivated to have Bountiful as a satisfied customer
15 and has been very helpful and responsive, and the other software users he spoke to (San Diego
16 Sheriff's Office, Colorado State Highway Patrol, and Lyon County 911) were very satisfied with the
17 product.

18 The Council thanked him for his work and the research he did finding this software and asked
19 him to convey their appreciation to all the dispatchers who are working overtime to serve our
20 community.

21 **ECONOMIC DEVELOPMENT STRATEGY – GUIDING PRINCIPLES – MR. GARY HILL**

22 Mayor Bradshaw asked Mr. Hill if he would prefer to move this item to the regular meeting
23 due to time being low. He answered that he could introduce it and suggested they move it to the next
24 work session for discussion. The Council said that was fine.

25 Mr. Hill explained that he gathered the Councilmember's responses from the retreat in
26 January about Economic Development and created four goals and six guiding principles based on
27 their input. He asked that the Council and Mayor look them over and give him feedback either via
28 email or at the next work session.

29 The goals are 1. Have stable and sufficient revenue to provide high-quality public services, 2.
30 Expand the range of businesses and amenities available to residents, 3. Enhance community vitality
31 and livability, and 4. Support the long-term success of local businesses.

32 The guiding principles are 1. Build on local identity, 2. Protect the City's existing tax base
33 and businesses (i. Focus on sales tax generation, ii. Carefully consider land use policies/decisions that
34 affect the tax base), 3. Leverage City resources to encourage private investment, 4. Redevelop
35 underused properties, 5. Protect and enhance Main Street, 6. Invest in infrastructure that promotes
36 access to businesses.

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39 The work session ended at 6:56 pm.

40 41 42 **Regular Meeting – 7:00 p.m.** 43 **City Council Chambers**

44
45 Present: Mayor Kate Bradshaw
46 Councilmembers Mille Segura Bahr, Dan Bell, Beth Child, Richard

1		Higginson, Matt Murri
2	City Manager	Gary Hill
3	City Attorney	Brad Jeppsen
4	City Engineer	Lloyd Cheney
5	Finance Director	David Burgoyne
6	Power Director	Allen Johnson
7	Chief of Police	Ed Biehler
8	Network Administrator	Dan Urban
9	Parks Director	Brock Hill
10	Dispatch Center Supervisor	Amy Waldron
11	Recording Secretary	Maranda Hilton

12
13 **WELCOME, PLEDGE OF ALLEGIANCE AND THOUGHT/PRAYER**

14 Mayor Bradshaw called the meeting to order at 7:02 pm and welcomed those in attendance.
15 Mr. Gary Davis led the Pledge of Allegiance and Mr. Chris Okelberry, Stone Creek Stake Presidency,
16 offered a prayer.

17
18 **PUBLIC COMMENT**

19 The time for public comment was opened at 7:05 pm.

20 Mr. Gary Davis (resident) said that Bountiful Dispatch covers a very large area, doing
21 dispatch for seven police departments (North Salt Lake, West Bountiful, Woods Cross, Bountiful,
22 Centerville, Kaysville, and Farmington Police Departments) and three fire agencies (South Davis
23 Metro Fire, Farmington Fire, and Kaysville Fire). He also stated, regarding public comments that
24 were made at the January 27th Council meeting, how much it disheartens him to hear so many people
25 speak out and directly ask elected officials to ignore federal laws and encourage young people to
26 demonize and hate those that enforce the laws that Congress has created.

27 Ms. Cozette Keyes (resident) said she was there on behalf of Bradley Badger (resident) who is
28 blind and is requesting auditory indicators be installed at Main St/1000 N, Pages Ln/200 W, 200
29 W/1000 N, Main St/400 N. Also, on behalf of Karen Lindsey Shirts (resident), she explained that
30 Country Stations on 200 West by the Recreation Center has a big parking problem and Ms. Shirts
31 would like the City to allow Country Stations to convert the large grassy area in the center of the
32 development into a parking lot. She added that this would conserve water, that the grassy area is
33 rarely used, and that each unit would still have grass in front of it and landscaping along the street
34 would remain intact.

35 Mr. Michael Crockett (resident) shared that he felt our country was becoming a place where
36 people did not have any boundaries and that sharing an opinion that differed from someone else's
37 might end in violence, with retaliation happening everywhere. He said he did not want to see
38 America give rise to fascism and become Hitler's Germany.

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40 The time for public comment was closed at 7:14 pm.

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42 **CONSIDER APPROVAL OF THE MINUTES OF THE PREVIOUS MEETINGS HELD ON**
43 **JANUARY 13TH AND 27TH, 2026**

44 Councilmember Bahr made a motion to approve the minutes as written and Councilmember
45 Higginson seconded the motion. The motion passed with Councilmembers Bahr, Bell, Child,
46 Higginson, and Murri voting "aye."

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BCYC REPORT

Councilmember Murri reported that the BCYC will host its annual easter egg hunt from 9-10:30 am on March 28th at Bountiful Town Square.

COUNCIL REPORTS

Mayor Bradshaw took a moment to welcome Mr. David Burgoyne to the meeting as the new Finance Director.

Councilmember Bell reported that one of the software vendors used by the SDRD had a cyber-attack recently, resulting in the district being unable to use it for a number of days, which impacted operations quite a bit. No personal data was stolen, but the district is now looking at other software options. He thanked Mr. Tyson Beck, Mr. David Burgoyne, and the IT staff for the work they did to get the district up and running again so quickly. He also reported that the boiler at the recreation center is not operational and likely needs to be replaced. The new ice ribbon chiller just arrived last week, but the season is over and they had a good season overall even with the rain impacting their New Year’s numbers.

Councilmember Bahr thanked Councilmember Child for her efforts to have the streets lined with American flags for Fire Chief Stewart’s funeral procession. She said it was so meaningful for everyone there and for our grieving community and thanked her for spearheading the team effort to make that happen.

Councilmember Child thanked Councilmember Bahr for saying that and gave a lot of credit to the Bountiful Jeep Posse and the Bountiful Community Service Council for making it happen. She announced the upcoming fundraising concert, Carpenter’s Platinum, on March 28th at Woods Cross High and encouraged everyone to purchase tickets now. She also announced that the Bountiful’s Got Talent Auditions will be held in mid-May and that Bountiful Philharmonia will be performing at an outdoor concert on July 4th this year. There will also be other activities that day as part of the America250 celebrations. She reported that the BDAC was coming to an end of a very successful art show that had a lot of sales and traffic. Lastly, she thanked emergency responders for their kindness and professionalism as they responded to a distress call in Mueller Park this morning.

Councilmember Murri reported that mosquito season is already here and warned people to be ready.

Councilmember Higginson reported that the Historic Preservation Committee is working hard to prepare for their part in the America250 celebrations. He also asked the Mayor, Council, and staff if they would consider putting decorations on the light poles and at City Hall as part of the celebration. He said he liked what he saw as he drove through Santa Clara recently and wondered if Bountiful could do something similar.

Mayor Bradshaw began her report with an America250 update. She reported that the committee met and talked about creating a landing page on the City website and that each of the five subcommittees have now met and that Mr. Dester and Ms. Perkes will be meeting this Saturday to gather the reports and they will have another full meeting the following Saturday. In response to Councilmember Higginson’s request, she said she would ask the Communications subcommittee if they could arrange outdoor banners and decorations. She reported that the state legislature is adjourned, saying that the Utah League of Cities and Towns worked hard to help stop “bad” bills, pass “good” ones and help make the “in-between” bills better. She gave an update on the property tax bill from Rep. Karen Petersen that passed and thanked Mr. Gary Hill for his contributions to that bill. She also reported that the Fire District is still transitioning after the loss of Chief Stewart; Jeff Larson

1 has been put in as Interim Chief and the Fire Board has been examining all the elements and figuring
2 out how to structure the positions and operations of the District in a sensitive way that will help
3 correct anything that may need correction.

4
5 **CONSIDER APPROVAL OF:**

- 6 a. **EXPENDITURES GREATER THAN \$1,000 PAID ON FEBRUARY 18TH AND 25TH,**
7 **2026**
8 b. **JANUARY 2026 FINANCIAL REPORTS**

9 Councilmember Bahr made a motion to approve the expenditures and the January 2026
10 Financial Report, and Councilmember Bell seconded the motion. The motion passed with
11 Councilmembers Bahr, Bell, Child, Higginson, and Murri voting “aye.”

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13 **CONSIDER APPROVAL OF POLICE LAPTOP PURCHASE FROM ENHANCED**
14 **TECHNOLOGY SOLUTIONS IN THE TOTAL AMOUNT OF \$70,006 – MR. DAN URBAN**

15 Mr. Dan Urban explained that this purchase is for 18 ruggedized laptops for patrol officers.
16 He explained that the IT staff noticed the laptops currently being used by the patrol officers often
17 needed warranty repairs, so staff started to research laptops with more reliable performance that could
18 withstand the frequent movement between the patrol cars and their workstations. He also explained
19 that moving the current laptops between the cars and the workstations is inefficient and often
20 interferes with the officer’s duties. The IT Department found these ruggedized laptops and tested
21 them and liked them very much. The laptops mount inside the vehicles much easier and faster, which
22 will hopefully help with the workflow issues that the current laptops create, and reduce the damage
23 being caused to the computers.

24 Mayor Bradshaw asked if new docking stations will need to be purchased in addition to the
25 laptop. Mr. Urban said yes and explained that the officers currently have both a laptop and a desktop
26 computer with a workstation, but this will be replaced by a new setup that includes one laptop and
27 one mount each for their car and their desk.

28 Councilmember Child asked what “ruggedized” means exactly. Mr. Urban said they can
29 withstand falls, spills, and rain, and they have more ports, a built-in cellular connection, and
30 biometric facial and fingerprint recognition, which is very useful for the officers.

31 Councilmember Bell made a motion to approve the laptop purchase from Enhanced
32 Technology Solutions and Councilmember Child seconded the motion. The motion passed with
33 Councilmembers Bahr, Bell, Child, Higginson, and Murri voting “aye.”

34
35 **CONSIDER APPROVAL OF THE PURCHASE OF NON-EMERGENCY CALL TAKING**
36 **SOFTWARE FROM HYPER IN THE TOTAL AMOUNT OF \$60,000 – CHIEF ED**
37 **BIEHLER**

38 Chief Biehler explained how staff shortages in the Police Dispatch Center have been affecting
39 their department and the employees. He said that part of their departmental plan to help with this
40 problem was finding a software that can field non-emergency calls and take some of the stress off the
41 dispatchers in that way. The dispatch center received about 75,000 non-emergency calls in 2025. He
42 reported that staff found a company called Hyper that has AI software that is capable of handling
43 75% of those calls. Bountiful will have a 90-day test period to use the software and determine if it
44 will be useful. After that they can choose to enter a 3-year price-locked contract with the ability to
45 cancel at any time. They negotiated down to a rate of 75 cents per call and staff estimates it will cost
46 between \$13,000 and \$20,000 for the first year. He added that the cost will potentially be mitigated

1 entirely by some cost reductions to computers and software they made recently and can be absorbed
2 into their budget.

3 Mayor Bradshaw asked how staff will know if a member of the public has an issue with the
4 call-taking software and how those issues will be logged and addressed. Chief Biehler said there is an
5 audit process in place where staff can look at the transcripts from calls to evaluate them and make
6 changes to their settings as needed.

7 Councilmember Bahr clarified that this software would only be used for non-emergency calls,
8 never for 911 calls. Chief Biehler affirmed that it would never be used for emergency calls, and that
9 the software is capable of immediately transferring calls to the emergency line if it detected an
10 emergency was taking place.

11 Councilmember Bell asked how the payment of \$60,000 was decided if the cost is based on a
12 rate of 75 cents per call. Chief Biehler explained that \$60,000 for the down-payment is based on the
13 estimated number of calls the software will handle, but they will reconcile it at the end of the year
14 depending on the actual number of calls.

15 The Council and Mayor said they appreciated the Chief’s work on this and said they hope it
16 will be a big help to the dispatchers.

17 Councilmember Murri made a motion to approve the purchase of the software from Hyper
18 and Councilmember Higginson seconded the motion. The motion passed with Councilmembers Bahr,
19 Bell, Child, Higginson, and Murri voting “aye.”

20
21 **CONSIDER APPROVAL OF THE PROPOSAL FROM DIRT TEK TRAILS FOR THE**
22 **HOLBROOK TRAILS CONSTRUCTION PROJECT IN THE TOTAL AMOUNT OF**
23 **\$229,883 – MR. BROCK HILL**

24 Mr. Brock Hill explained that these two trails in Holbrook Canyon will help people access 15
25 miles of trails that have already been built on the ridge above the Bountiful temple, and will
26 hopefully relieve some of the traffic currently being pushed to Mueller Park and other nearby
27 trailheads. One of the trails, Kinglet, is bi-directional but “preferred climbing” and the other, Fool’s
28 Gold, is bi-directional but “preferred down.” The trails are in the middle of a NEPA study, as
29 required by the Forest Service, but will hopefully be able to begin construction in the next month or
30 two. Kinglet is set for completion in 2026 and Fool’s Gold for 2027, but if staff can secure more
31 funding, both trails could be completed in 2026. Mr. Brock Hill explained that staff received 4 bids
32 from companies, disqualified the one from Forefront for being incomplete, and are recommending the
33 approval of the proposal from Dirt Tek Trails based on their price and their previous experience.

34 Mayor Bradshaw talked about how having these trails will improve the trails system a lot,
35 especially since the existing trails in Holbrook are very difficult for downhill mountain bikers.

36 Councilmember Child made a motion to approve the proposal from Dirt Tek Trails and
37 Councilmember Murri seconded the motion. The motion passed with Councilmembers Bahr, Bell,
38 Child, Higginson, and Murri voting “aye.”

39
40 **CONSIDER APPROVAL OF THE PROPOSALS FOR THE BIG ROCK TRAILS**
41 **CONSTRUCTION PROJECT FROM:**

42 **A. BIG BLUE EXCAVATION FOR SCHEDULE 1 IN THE TOTAL AMOUNT OF**
43 **\$36,475**

44 **B. AVID TRAILS FOR SCHEDULE 2 IN THE TOTAL AMOUNT OF \$48,119 – MR.**
45 **BROCK HILL**

1 Mr. Brock Hill explained that the Big Rock Trail has finally been released after being
2 “on hold” for user management questions and technical terrain challenges since 2022 and is
3 now ready to be constructed. Staff decided to put it out to bid in two separate schedules; one
4 for the lower 250 feet of the trail that contains significant technical challenges and will require
5 a lot of rock work; and another schedule for the upper portion that can be built primarily with
6 machines. Staff received four bids for Schedule 1 and three bids for Schedule 2. It is
7 recommended that the low bids from each be accepted; Big Blue Excavation for Schedule 1
8 and Avid Trails for Schedule 2. Mr. Brock Hill explained that the funds for this project have
9 already been obtained, but they may be able to secure additional funds from an outdoor grant.

10 Mayor Bradshaw asked if the upper and lower portions will be constructed
11 simultaneously or in sequence. Mr. Brock Hill answered that the contractors will be working
12 independently from one another, but will both be overseen by Bountiful’s Trail Construction
13 Manager, Mr. Bob Radke, to ensure they are following all Forest Service guidelines, etc.

14 Councilmember Bell asked how much money is in the grant reimbursement fund. Mr.
15 Gary Hill said he did not know the exact number, but that he had checked and there was
16 enough to cover this project’s expenses.

17 Councilmember Bahr asked how the grants were assigned to be used. Mr. Brock Hill
18 answered that some of the funds were specifically designated for use on the planning and
19 designing of the trails, and some of the funds were designated for the actual construction.

20 Councilmember Bahr made a motion to approve the proposals from Big Blue
21 Excavation and from Avid Trails for their respective contracts and Councilmember Higginson
22 seconded the motion. The motion passed with Councilmembers Bahr, Bell, Child, Higginson,
23 and Murri voting “aye.”
24

25 **CONSIDER APPROVAL OF LAND USE CODE TEXT AMENDMENT: CHANGE OF USE –**
26 **SITE PLAN APPROVAL – MR. FRANCISCO ASTORGA**

27 Mr. Francisco Astorga explained that staff recently evaluated the process of Site Plan
28 approval requirements in the Commercial Zone in an effort to determine if changes should be made.
29 Currently, a Site Plan approval is required for any new construction and any change in use within the
30 Commercial Zone. The current standard does not distinguish between high-impact redevelopment
31 and routine tenant turnover, which can cause unnecessary delays for businesses and developers
32 because Site Plan approvals must go through the Planning Commission and the City Council. Staff is
33 therefore proposing an amendment to section 14-6-111 of the Land Use Code regarding site plan
34 approvals that would only require site plan approvals for 1) New construction that increases building
35 square footage, modifies the building footprint, increase height, or substantially alters a primary
36 street-facing façade, excluding ordinary maintenance, repair, or minor exterior alterations, 2) Any
37 change in use that results in an increase in the number of required parking spaces pursuant to Chapter
38 18 exceeding twenty percent (20%) over the most recently approved use; or 3) Any change in use that
39 requires site modifications otherwise subject to site plan approval under this Title.

40 Councilmember Murri asked if there is a fee for site plan approvals. Mr. Astorga said there is
41 a fee for site plan approvals and added that there would not be a fee for staff review.

42 Councilmember Bahr asked how many site plans are submitted every year. Mr. Astorga said
43 they receive about one application every two to three months.

44 Councilmember Bahr made a motion to approve the land use text code amendment and
45 Councilmember Murri seconded the motion. The motion passed with Councilmembers Bahr, Bell,
46 Child, Higginson, and Murri voting “aye.”

CONSIDER APPROVAL OF THE INTERLOCAL COOPERATION AGREEMENT FOR HIGHWAYS OR PUBLIC TRANSIT PROJECT REIMBURSEMENT FROM DAVIS COUNTY – MR. LLOYD CHENEY

Mr. Lloyd Cheney explained that Bountiful City applied for and received grant money from Davis County to be used for three enhanced pedestrian crossings (one located on 400 North and two located on 500 South). Mr. Cheney said that the Traffic Safety Committee met last week to discuss these crossings. He said the plan is to install a crossing on the west side of the 400 North/200 East intersection. This crossing will have signs and flashing beacons, and the left turn for EB traffic will be eliminated to make room for a pedestrian refuge island in the middle of the street. He explained that this crossing is very wide, so the pedestrian refuge island will be a wonderful addition. This neighborhood has several other access points, so eliminating this left turn lane should not have a big impact on drivers trying to enter this neighborhood.

The crossings at 500 South will be at 100 East and at 200 East. The committee discussed these crossings at length and decided they would rather not follow the staff recommendation to eliminate the left turn lanes, citing the interruption of traffic flow to school pick-up locations in that area. Mr. Cheney said that he agreed with the vote of the committee on this point and explained that the crossings at these locations will be similar to the one on 400 North with the addition of signs and flashing beacons but will not eliminate the left turn lanes and will not have pedestrian refuge islands.

Lastly, Mr. Cheney explained that the grant from the County gives the City until June 2027 to complete the construction of the crossings and the City must match 20% of the total cost.

Councilmember Murri said he was excited to see enhanced crossings at these locations.

Councilmember Child asked if these crossings would have auditory signaling as well. Mr. Cheney said yes, auditory signaling will be included in these improvements.

Mayor Bradshaw asked if the money not being spent on the two refuge islands could be repurposed for other projects. Mr. Cheney said he would find out.

Councilmember Bahr made a motion to approve the interlocal agreement with Davis County for funds and Councilmember Child seconded the motion. The motion passed with Councilmembers Bahr, Bell, Child, Higginson, and Murri voting “aye.”

CLOSED SESSION TO DISCUSS THE ACQUISITION OR SALE OF REAL PROPERTY, PENDING LITIGATION AND/OR TO DISCUSS THE CHARACTER AND/OR COMPETENCY OF AN INDIVIDUAL(S) (UTAH CODE §52-4-205) – MR. BRADLEY JEPPESEN

Councilmember Higginson made a motion to adjourn to a closed session and Councilmember Murri seconded the motion. The motion passed with the following roll call vote:

Higginson	aye
Bahr	aye
Child	aye
Murri	aye
Bell	aye

The regular session was adjourned at 8:40 pm.

The closed session began at 8:47

1 Present: Mayor Bradshaw, Councilmembers Bahr, Bell, Child, Higginson and Murri,
2 Mr. Gary Hill, Mr. Bradley Jeppsen, Chief Biehler.
3

4 Councilmember Higginson made a motion to leave the closed session and return to the regular
5 meeting, and Councilmember Bahr seconded the motion. The motion passed with Councilmembers
6 Bahr, Bell, Child, Higginson, and Murri voting “aye.”
7

8 **ADJOURN**

9 The regular meeting was reopened at 9:45 pm.
10

11 Councilmember Bell made a motion to adjourn, and Councilmember Murri seconded the
12 motion. The motion passed with Councilmembers Bahr, Bell, Child, Higginson, and Murri voting
13 “aye.”
14

15 The meeting was adjourned at 9:45 pm.



Mayor Kate Bradshaw



City Recorder

