Board of Directors
Meeting Minutes
Thursday, April 9, 2026
Central Utah 911 Dispatch
3047 N 400 W
Spanish Fork, UT 84660

Members in Attendance:
Shane Sorensen, Alpine City
Ernie John, American Fork City, Chairman
Dave Ulibarri, Eagle Mountain City
William McMullin, Town of Genola, via Zoom
Doug Cortney, Highland City
Scott DaBell, Lehi City, via Zoom
Seth Atkinson, Nephi City, via Zoom
Scott Spencer, Payson City
Terry Ficklin, Salem City
Norm Beagley, Santaquin City, via Zoom
Mark Christensen, City of Saratoga Springs, via Zoom
Dorel Kynaston, Woodland Hills, via Zoom
Mike Smith, Utah County Sheriff

Absent Members:
David Gustin, Town of Cedar Fort
Chandler Goodwin, Town of Cedar Hills
Jared Peterson, Elk Ridge City
Hollie McKinney, Town of Fairfield
JC Reynolds, Town of Goshen
Marvin Kenison, Juab County
Todd Williams, Pleasant Grove
Tyler Jacobson, Spanish Fork City

Others in attendance:
Vaughn Pickel, Central Utah 911, Legal Representative
Deputy 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
Benjamin Oakeson, Central Utah 911, IT Specialist
Heather Burr, Central Utah 911, Employee
William John

I. Call to order: Ernie John, Chairman

The meeting was called to order at 9:00 a.m. by Chairman Ernie John, who welcomed all attendees and thanked them for their participation.

II. Consent Calendar: Ernie John, Chairman

a) Meeting Minutes for March 2026
b) Warrant Register for February 2026
c) Financial Statements 1st Quarter 2026

Scott DaBell joined the meeting at 9:02 a.m.

Doug Cortney requested:
Item 2A: Add "to approve the minutes" after "made a motion."
Item 2B: Add "to accept the warrant register for February 2026" after "made a motion."
Item 7: Add "to adjourn" after "made a motion."

Doug Cortney made a motion to approve the consent calendar with the corrections.
Seth Atkinson seconded the motion.
All voted in favor and the motion passed.

III. Business and Action Items:

a) FY2027 Tentative Draft

Norm Beagley joined the meeting at 9:04 a.m.

Director Heidi Healy inquired if there were any questions regarding the budget. **Ernie John** asked if the board felt that the raise of 5% was enough and wanted to know what each city planned for their Public Safety increases. Members commented on their proposed increases. **Mark Christensen** requested the dispatch increase be in line with dispatch centers, not public safety, not public safety, and emphasized the need for a more methodical, data-driven discussion. **Suzee Anderson** reported on the neighboring dispatch center wages noting the differences between the centers. **Norm Beagley** stated that he felt part of what Mark had suggested had been completed. He asked clarifying questions regarding COLA and merit-based raises.

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

Director Heidi Healy stated there were a few differences with last month's changes. Another ATX was needed and the maintenance costs for the new ATX's were increased. A long discussion ensued regarding the need for expansion and replacing consoles for FY2028. There was discussion regarding payment and the PTIF balances. It was agreed that Norm Beagley, Ernie John, Heidi Healy and Suzee Anderson would discuss capital funding for FY2028. **Suzee Anderson** stated there may be further changes to the budget due to an upcoming meeting with the benefits providers.

Norm Beagley made a motion to adopt the Tentative Budget.
Mike Smith seconded the motion.
All voted in favor and the motion passed.

Doug Cortney made a motion to approve May 14 at 9:00 a.m. as the date and time for the Budget Hearing.
Terry Ficklin seconded the motion.
All voted in favor and the motion passed.

b) Spring Lake Discussion

Director Heidi Healy informed the board that Spring Lake has become its own city. There are still several items pending regarding responses and contracts which will be discussed at future meetings.

IV. Policy Approval

a) 03.04 Part-Time Dispatcher, revised

Suzee Anderson discussed the need for changes in the policy. Currently, holiday staffing levels suffer, and these changes will hopefully increase the desire to work on holidays. **Norm Beagley** inquired if it would have a big impact on the budget if the start date was moved to May 1st. Discussion ensued as to the legality with Utah Retirement Systems. **Norm and Suzee** have been in contact with URS and have independently verified that there is no violation of URS rules. **Norm Beagley** requested the holidays to mirror the holiday pay policy. **Doug Cortney** inquired if there was a need for a start date. The reason for the exact start date was discussed.

Norm Beagley made a motion to approve policy 03.04 making section 14 congruent and consistent with the holiday leave policy and to set the start date as May 1 on section 15.
Doug Cortney seconded the motion.
All voted in favor and the motion passed.

b) 06.05 Holiday Pay, revised

Suzee Anderson discussed the changes in this policy were similar to those in the previously discussed policy, noting the desire to increase staffing on holidays. A concession was also made to change the start date to May 1.

Norm Beagley made a motion to approve policy 06.05, changing the starting date to May 1.
Mike Smith seconded the motion.
All voted in favor and the motion passed.

c) 11.12 Processing Private Vehicle Impounds and Repossessions

Tricia Breinholt explained this document was broken into a policy and a SOP. Discussion ensued between the wording of shall and should. It was decided to use the wording “shall reasonably attempt to obtain”.

Doug Cortney made a motion to approve policy 11.12 with the changed wording discussed.

Mike Smith seconded the motion.
All voted in favor and the motion passed.

Mike Smith and Seth Atkinson left the meeting at 10:01 a.m.

d) 15.08 Statewide Crisis Hotline and Mobile Crisis Outreach Teams (MCOT), new
Tricia Breinholt explained this is a new policy written by a statewide committee with PSAP personnel serving on the committee. The policy correlates directly to our Protocol 41 guidelines. She explained the policy is currently in practice but needed to be formalized in policy.

Terry Ficklin made a motion to approve policy 15.08.
Doug Cortney seconded the motion.
All voted in favor and the motion passed.

e) 16.07 Dissemination of Criminal History Information, revised
Tricia Breinholt explained the policy was updated based on BCI information regarding when dispatchers can disseminate criminal history information. The policy removed the how-to and put that section into an SOP. **Doug Cortney** inquired if there was a need to protect the amount of data the dispatcher can disseminate. **Tricia Breinholt** stated the requesting party specifies what information is needed and the dispatcher answers the direct questions.

Doug Cortney made a motion to approve policy 16.07.
Dave Ulibarri seconded the motion.
All voted in favor, and the motion passed.

V. Operations Chair Report: Deputy Chief Gustman, Operations Chairman
Chase Gustman proudly reported that the fire personnel outnumbered the police personnel in attendance on April 2nd. Similar items were discussed including Telecommunications Week. There was discussion on the Law 4 breakout and policies were approved in a short meeting.

VI. Director's Report: Heidi Healy, Executive Director
Director Heidi Healy introduced Heather Burr. Heather is a dispatcher with Central Utah 911. Director Healy read a letter that was received from Corporal White with Payson Police commending Heather on her handling of a delicate call. Praises were given to Heather from members of the board. Director Healy reported on Little Sahara, staffing levels and anticipated changes to the building. She discussed the Law 4 split. Discussion ensued as to costs and facilitating the reprogramming of the radios. Radio failures were also discussed, noting a domestic violence call where the radios were not working as they should.

VII. Open Forum
Suzee Anderson informed the board of remaining sign-up spots for Telecommunications Week. It was requested an email be sent with the open spots. **Micah Clark** reported on the migration of data to the new server. **Mark Christensen** requested access to data and requested that Micah Clark speak with him regarding this.

Chairman Ernie John looked for a motion to adjourn the meeting.

Norm Beagley made a motion to adjourn.
Terry Ficklin seconded the motion.
All voted in favor and the motion passed.

The meeting was adjourned at 10:23 a.m.

Next Meeting: May 14, 2026, at 9:00 a.m.

[signature]	5-14-2026
Approval Signature – Chairman Ernie John	**Date**