CENTRAL UTAH 911
3047 North 400 West Spanish Fork, UT 84660
Phone: 801-798-5600 | Fax: 801-794-4040

Date: September 10, 2026
Time: 9:00 am

Board of Directors

I. **Call to order: Ernie John, Chairman**

II. **Consent Calendar: Ernie John Chairman**
   a) Meeting Minutes for: August 2026
   b) Financial Statement: August 2026

III. **Business and Action Items:**
   a) Resolution to admit the Town of Spring Lake as a member of Central Utah 911
   b) Resolution to admit Lindon City and Orem City as members of Central Utah 911 and accompanying Membership Fee Agreement.
   c) Console Review

IV. **Policy Approval**
   a) 09.15 Internal Policy and Standard Operating Procedure Evaluation Committee, revised- Operation Manager Tricia Breinholt
   b) 10.03 Visitors in the Dispatch Center, revised – Operation Manager, Tricia Breinholt
   c) 12.02 Priority and Natures of Law Calls, revised- Operation Manager Tricia Breinholt
   d) 12.19 Active Shooter or Assailant, revised – Performance Development Manager, April Robbins

V. **Operations Chair Report: Chief Gustman**

VI. **Director's Report: Heidi Healy Executive Director**

VII. **Open Forum**

VIII. **Adjourn**

Next Meeting: October 8, 2026

Attendance in person or ZOOM Meeting

CENTRAL UTAH 911
3047 North 400 West Spanish Fork, UT 84660
Phone: 801-798-5600 | Fax: 801-794-4040

Date: August 13, 2026
Time: 9:00 am

Board of Directors

Members in Attendance:
Ernie John, American Fork City
David Ulibarri, Eagle Mountain via Zoom
William McMullin, Town of Genola via Zoom
Doug Cortney, Highland City
Liz Rice, Highland City
Seth Atkinson, Nephi City
Scott DaBell, Lehi City, via Zoom
Terry Ficklin, Salem City
Norm Beagley, Santaquin City via Zoom
Mark Christensen, Saratoga Springs via Zoom
Tyler Jacobson, Spanish Fork City
Dorel Kynaston, Woodland Hills

Absent Members:
Shane Sorensen, Alpine City
Wyatt Cook, Cedar Fort
Chandler Goodwin, Cedar Hills
Jared Peterson, Elk Ridge
Hollie McKinney, Town of Fairfield
Charles Pipkin, Town of Goshen
Marvin Kenison, Juab County
Scott Spencer, Payson
Todd Williams, Pleasant Grove
Mike Smith, Utah County

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
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/TAC
Adam Cowie, Lindon City

Keri Rugg, Orem City via Zoom
William John, Springville PD

I. **Call to order: Ernie John, Chairman**

Chairman Ernie John called the meeting to order at 9:01 a.m.

II. **Consent Calendar: Ernie John Chairman**

a) Meeting Minutes for; May 2026 & June Special Meeting 2026

Add Liz Rice to both sets of meeting minutes.

Doug Cortney moved to approve the Consent Calendar with the requested correction to the May and June meeting minutes. William McMullin seconded the motion. The motion passed.

b) Warrant Register for; June 2026 & July 2026

c) Financial Statements

III. **Business and Action Items:**

a) New Console RFP – Director Heidi Healy

Executive Director Heidi Healy presented an update on the request for proposals for replacement dispatch consoles. The current consoles are at the end of their useful life, and additional positions are needed to accommodate anticipated growth, including the potential addition of Orem and Lindon.

Staff reviewed several vendor proposals and layout options. The Board discussed the goal of fitting approximately 25–30 positions without expanding the existing room, the expected 10–12-year life cycle of the new equipment, maintenance requirements, electrical and UPS needs, carpeting and painting, installation, shipping, tariffs, and future technology and cabling needs.

The Board discussed procurement requirements and whether the lowest responsive bid must be selected. Members emphasized evaluating the total cost and overall value of each proposal, including installation, maintenance, parts availability, service response times, shipping, and other lifecycle costs. Vendors will also be asked whether Central Utah 911 staff can order replacement parts and perform certain repairs.

Two proposals were determined not to meet the stated criteria and will not be considered further. The remaining vendors will be evaluated through design review and final cost analysis. The Board also discussed ensuring that employee input is considered because dispatchers and supervisors will use the equipment.

The Board discussed the relationship between the console project and the potential participation of Orem and Lindon. Lindon has indicated a willingness to advance the cost attributable to its portion of the consoles and installation before becoming an official member. The Board noted that credits associated with Orem and Lindon relate to technology/phone positions rather than physical furniture or consoles.

Before finalizing the console purchase, staff will further evaluate the layout and determine the associated electrical, flooring, painting, temporary relocation, and other

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project costs. Operations will remain functional during construction-related work, with temporary relocation of radios and phones as necessary.

b) Discussion and possible action regarding Spring Lake – Newly Incorporated City

Director Healy presented information regarding Spring Lake, a newly incorporated city located within Central Utah 911 boundaries. The City has historically received dispatch services through the county, with the county collecting and transferring applicable property tax revenues. The City has indicated a willingness to pay applicable dispatch fees but expressed concern about being responsible for significant costs associated with the purchase of dispatch consoles.

The Board discussed the requirements for formally bringing Spring Lake into Central Utah 911, including review of the interlocal agreement, potential buy-in requirements, and any necessary changes to governing documents. It was noted that the City has already been contributing to dispatch costs through the county.

The Board agreed to allow additional time to review the legal and financial considerations. A proposed resolution and related membership/buy-in information will be brought back for consideration at a future meeting. Spring Lake will also need to complete the appropriate approval process on its end.

c) Possible Deputy Director position- Director Heidi Healy

Director Healy proposed consideration of a Deputy Director position due to Central Utah 911's anticipated growth and increasing administrative and operational responsibilities. She noted that Central Utah 911 is among the larger 911 agencies in the state and that the position would provide additional support for administration and dispatch-floor operations.

Board members discussed the need for documented justification before creating the position, including a salary study, benefit and Utah Retirement Systems (URS) costs, budget implications, and a reevaluation or amendment of the recently approved budget. Members emphasized that the position should be supported by demonstrated organizational need rather than comparison with other agencies alone.

Director Healy will gather the requested information and provide it to the Board. The Board will consider the matter at a future meeting, with a closed session anticipated as appropriate for personnel-related discussion.

IV. Policy Approval

a) 06.06 Vacation Pay, revised – Business Manager Suzee Anderson

Business Manager Suzee Anderson presented revisions intended to address extended leave by employees in key positions and its effect on operations. The proposed policy would require prior Executive Director approval for vacation periods exceeding two weeks.

The Board discussed operational impacts, exceptions, the relationship between vacation leave and FMLA/sick leave, and the importance of maintaining employee rights and flexibility. It was clarified that nothing in the policy is intended to limit an employee's rights under FMLA and that requests should not be unreasonably withheld.

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The Board tabled the proposed revisions for further review and consideration at the next meeting.

b) 12.09 Amber Alert, revised – Rachel Sevison

Rachel Sevison explained that BCI/UCJIS instructed us to add line 5 to the policy to stay in line with national guidelines.

Norm made a motion, seconded by Terry Ficklin, to approve the policy. The motion passed.

c) 18.03 Vacation Bid Process, revised - Business Manager Suzee Anderson

The Board reviewed revisions to the vacation bid process. Tyler Jacobson discussed the intent to establish a limit of 14 calendar weeks or workdays.

d) 19.09 Peer Support, new - Operation Manager Tricia Breinholt

Operations Manager Tricia Breinholt presented the new Peer Support policy, formalizing the agency's existing peer support team and addressing confidentiality and related protections. The Board discussed revisions to the confidentiality language, including the consequences of violating confidentiality, protections against compelled disclosure to the extent provided by Utah law, and circumstances in which consultation with the Executive Director or legal counsel and possible referral to law enforcement may be appropriate.

Doug Courtney moved to adopt Policy 19.09, as amended. David Ulibarri seconded the motion. The motion passed.

V. Operations Chair Report: Chief Gustman

Chief Chase Gustman reported on recent Operations Committee discussions, including TowPro, pursuit-related radio procedures, traffic and DUI shifts, staffing notifications, silent dispatching of ambulances for interfacility transports, and the JRA process. The committee also reviewed policies that have since been updated.

VI. Director's Report: Heidi Healy Executive Director

Director Heidi Healy reported that staff continue to address CAD system issues, including slowness and system crashes. The state link/UCJIS pathway was identified as a possible contributing factor. Utah Communications Authority (UCA) staff were scheduled to be onsite the following Monday for radio programming intended to improve system performance.

Director Healy also reported on a recent supervisor retreat, the beginning of the agency's financial audit, and installation of an awning to provide employees with a safer and more comfortable outdoor break area. The Board acknowledged Roy's 80th birthday.

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VII. Open Forum

Micah Clark reported that fire paging notifications were not being transmitted from the 700 radio system. Because alternate systems such as iSpy and G2 were being used, the issue was not identified for more than three days. The Board discussed the importance of promptly reporting paging failures so they can be investigated and corrected.

Tyler Jacobson commended staff for their response to the transfer station fire. He also raised the possibility of establishing more consistent employee performance evaluations, including annual evaluations and appropriate evaluation processes for senior employees and administration. The Board discussed employee climate surveys and methods for evaluating Executive Director performance.

Board members requested access to agency policies through the policy-tracking system for review. The organizational chart previously provided in connection with Orem and Lindon was also discussed.

The Board discussed the continuing feasibility study and the need to plan for future dispatch-floor expansion. Members expressed interest in determining the agency's maximum capacity, identifying when another build-out may be required, and establishing financial reserves for future construction so that costs can be planned rather than incurred through a significant one-time increase. Staff will continue working with UDOT and cities to obtain information necessary for future planning.

The Board also discussed separating performance evaluations from compensation decisions where appropriate, noting that overly direct linkage between evaluations and pay can affect the nature of constructive feedback.

Doug Courtney publicly apologized for comments he made at the prior meeting concerning employees.

Vaughn Pickell reported on the draft agreement concerning Orem and Lindon. Keri Rugg provided an update regarding the transition from Provo, noting that Provo had been given the required notice and had indicated it would retain services for approximately 90 days. The parties are continuing discussions to establish an appropriate transition timeline without negatively affecting other member cities.

VIII. Enter into Closed Session

a) Discuss "reasonably imminent litigation and/or the character of an employee"

The Board entered closed session to discuss reasonably imminent litigation and the character of an employee, as permitted by applicable law. Doug Courtney made the motion to enter closed session. The required two-thirds quorum threshold was met. Chairman John requested that individuals who were not members of the Board leave the meeting for the closed session.

The closed session began at 11:03 a.m.

IX. Adjourn

Next Meeting: September 10, 2026

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Attendance in person or ZOOM Meeting

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Approval Signature - Chairman Ernie John Date:

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Central Utah 911

Financial Report

911 Central Utah 911 - 08/01/2026 to 08/31/2026

16.67% of the fiscal year has expired

	2025 Year End Actual	August Actual	2026 YTD Actual
Net Position			
Assets:			
Current Assets			
Cash and cash equivalents			
1112 Central Bank - Central Utah 911	(20,628.06)	(453,849.12)	57,888.09
1150 PTIF 5309	2,741,038.14	0.00	2,541,038.14
1190 CHECKING - CENTRAL BANK	(0.02)	0.00	(0.02)
1199.1 Restricted cash	150,000.00	0.00	150,000.00
1199.2 Restricted cash offset	(150,000.00)	0.00	(150,000.00)
Total Cash and cash equivalents	**2,720,410.06**	**(453,849.12)**	**2,598,926.21**
Receivables			
1311 ACCOUNTS RECEIVABLE	1,533,238.85	(128,115.14)	298,190.98
1313 911 FEES RECEIVABLE	495,729.74	0.00	495,729.74
Total Receivables	**2,028,968.59**	**(128,115.14)**	**793,920.72**
Total Current Assets	**4,749,378.65**	**(581,964.26)**	**3,392,846.93**
Non-Current Assets			
Capital assets			
Property			
1610.2 LAND	150,000.00	0.00	150,000.00
1620.1 BUILDINGS	2,062,438.04	0.00	2,062,438.04
1620.2 BUILDINGS	3,086,193.08	0.00	3,086,193.08
1640.1 EQUIPMENT AND SOFTWAR	486,927.60	0.00	486,927.60
1640.3 EQUIPMENT AND SOFTWAR	911,511.96	0.00	911,511.96
1645.2 Furniture and fixtures	263,563.33	0.00	263,563.33
Total Property	**6,960,634.01**	**0.00**	**6,960,634.01**
Accumulated depreciation			
1649.2 AccDpn Buildings	467,038.08	0.00	467,038.08
1649.3 AccDpn Buildings	698,869.68	0.00	698,869.68
1650.1 AccDpn Equipment and softwar	919,857.60	0.00	919,857.60
1650.3 AccDpn Equipment and softwar	345,513.20	0.00	345,513.20
1655.2 AccDpn Furniture and fixtures	224,028.76	0.00	224,028.76
Total Accumulated depreciation	**2,655,307.32**	**0.00**	**2,655,307.32**
Total Capital assets	**4,305,326.69**	**0.00**	**4,305,326.69**
Other non-current assets			
1510 DEFERRED OUTFLOWS OF RE	1,124,330.00	0.00	1,124,330.00
Total Other non-current assets	**1,124,330.00**	**0.00**	**1,124,330.00**
Total Non-Current Assets	**5,429,656.69**	**0.00**	**5,429,656.69**
Total Assets:	**10,179,035.34**	**(581,964.26)**	**8,822,503.62**
Liabilites and Fund Equity:			
Liabilities:			
Accounts payable			
2130 ACCOUNTS PAYABLE	12,835.19	(639.57)	6,354.93
Total Accounts payable	**12,835.19**	**(639.57)**	**6,354.93**
Payroll liabilities			
2120 ACCRUED PAYROLL LIABILITIES	0.00	8,508.57	107,998.94
2135 WAGES AND BENEFITS PAYAB	0.00	25,927.09	177,401.15
2140 ST COMPENSATED ABSENCES	208,465.00	0.00	208,465.00
2221 Federal taxes payable	0.00	5,989.25	5,989.25
2223 State taxes payable	0.00	14,457.01	14,457.01
2224 Retirement payable	0.00	1,527.55	1,249.74
2225 Employee life ins payable	0.00	2,679.68	2,760.25
2226 Health ins payable	66,086.36	(334.22)	66,767.87
2227 Dental ins payable	0.00	3,376.69	11.83
2228 Visions ins payale	0.00	574.82	(10.92)
2229 FSA payable	0.00	(498.43)	(307.49)
2230 HSA payable	0.00	150.00	156.56
2232 Garnishments payable	0.00	709.97	80.67
2233 Guardian payable	0.00	3,333.52	2,689.41
2234 Golds Gym Member payable	0.00	153.00	153.00
2300 LT COMPENSATED ABSENCES	176,359.61	0.00	176,359.61
Total Payroll liabilities	**450,910.97**	**66,554.50**	**764,221.88**

Central Utah 911
Financial Report
911 Central Utah 911 - 08/01/2026 to 08/31/2026
16.67% of the fiscal year has expired

	2025 Year End Actual	August Actual	2026 YTD Actual
Deferred inflows			
2400 DEFERRED GRANT REVENUE	358,848.00	0.00	358,848.00
2500 NET PENSION LIABILITY	831,564.00	0.00	831,564.00
2510 DEFERRED INFLOWS OF RESO	13,377.00	0.00	13,377.00
Total Deferred inflows	**1,203,789.00**	**0.00**	**1,203,789.00**
Total Liabilities:	**1,667,535.16**	**65,914.93**	**1,974,365.81**
Equity - Paid In / Contributed			
2900 FUND BALANCE	7,224,550.50	(647,879.19)	5,561,188.13
2910 CONTRIBUTIONS FROM GOVTS	1,106,238.68	0.00	1,106,238.68
2920 GOV'T CONTRIBUTIONS ASSETS	180,711.00	0.00	180,711.00
Total Equity - Paid In / Contributed	**8,511,500.18**	**(647,879.19)**	**6,848,137.81**
Total Liabilites and Fund Equity:	**10,179,035.34**	**(581,964.26)**	**8,822,503.62**
Total Net Position	**0.00**	**0.00**	**0.00**

Central Utah 911
Financial Report
911 Central Utah 911 - 08/01/2026 to 08/31/2026
16.67% of the fiscal year has expired

	2025 Year End Actual	August Actual	2026 YTD Actual	2026 Budget	Unearned/ Unused	% Earned/ Used
Income from operations						
Income						
Taxes						
310-100 USER FEES	4,425,682.51	0.00	0.00	6,659,641.00	6,659,641.00	0.00%
310-300 911 REVENUES	2,976,460.50	0.00	0.00	2,759,950.00	2,759,950.00	0.00%
Total Taxes	**7,402,143.01**	**0.00**	**0.00**	**9,419,591.00**	**9,419,591.00**	**0.00%**
Intergovernmental revenue						
370-100 GRANTS	0.00	0.00	0.00	2,800.00	2,800.00	0.00%
Total Intergovernmental revenue	**0.00**	**0.00**	**0.00**	**2,800.00**	**2,800.00**	**0.00%**
Interest						
360-100 INTEREST INCOME	91,290.08	0.00	0.00	98,478.00	98,478.00	0.00%
Total Interest	**91,290.08**	**0.00**	**0.00**	**98,478.00**	**98,478.00**	**0.00%**
Miscellaneous revenue						
360-900 MISCELLANEOUS REVENUE	95,759.87	639.62	1,389.77	300.00	(1,089.77)	463.26%
Total Miscellaneous revenue	**95,759.87**	**639.62**	**1,389.77**	**300.00**	**(1,089.77)**	**463.26%**
Total Income	**7,589,192.96**	**639.62**	**1,389.77**	**9,521,169.00**	**9,519,779.23**	**0.01%**
Expenses						
110-130 Salaries and Benefits						
Salaries						
110.01.911 Wages	4,457,274.52	414,143.31	951,387.14	5,052,096.00	4,100,708.86	18.83%
110.02.911 Overtime	424,398.67	40,253.43	116,874.93	550,000.00	433,125.07	21.25%
Total Salaries	**4,881,673.19**	**454,396.74**	**1,068,262.07**	**5,602,096.00**	**4,533,833.93**	**19.07%**
Benefits						
110.03.911 Employee benefits	1,930,024.66	167,298.58	372,708.58	3,006,048.00	2,633,339.42	12.40%
Total Benefits	**1,930,024.66**	**167,298.58**	**372,708.58**	**3,006,048.00**	**2,633,339.42**	**12.40%**
Total 110-130 Salaries and Benefits	**6,811,697.85**	**621,695.32**	**1,440,970.65**	**8,608,144.00**	**7,167,173.35**	**16.74%**
150 Travel/Transportation						
150.01.911 Mileage	3,101.88	0.00	0.00	6,500.00	6,500.00	0.00%
150.03.911 Transportation	812.99	116.09	116.09	8,000.00	7,883.91	1.45%
150.04.911 Lodging	4,419.21	1,592.82	1,592.82	8,000.00	6,407.18	19.91%
150.05.911 Per Diem - out of area	903.00	0.00	333.00	2,500.00	2,167.00	13.32%
150.06.911 Meals - at training	650.87	0.00	0.00	1,500.00	1,500.00	0.00%
150.07.911 Other (parking, etc.)	0.00	0.00	0.00	300.00	300.00	0.00%
Total 150 Travel/Transportation	**9,887.95**	**1,708.91**	**2,041.91**	**26,800.00**	**24,758.09**	**7.62%**
160 Miscellaneous						
160.01.911 Wire transfers/bank fees	69.66	0.00	0.00	600.00	600.00	0.00%
Total 160 Miscellaneous	**69.66**	**0.00**	**0.00**	**600.00**	**600.00**	**0.00%**
210 Books/Subscr/Memberships						
210.01.911 APCO Memberships	1,861.00	0.00	0.00	3,000.00	3,000.00	0.00%
210.02.911 NENA Memberships	0.00	0.00	0.00	3,000.00	3,000.00	0.00%
210.03.911 Utah Government Finance As	50.00	0.00	0.00	50.00	50.00	0.00%
210.04.911 Utah County EMS Council Du	200.00	0.00	0.00	225.00	225.00	0.00%
Total 210 Books/Subscr/Memberships	**2,111.00**	**0.00**	**0.00**	**6,275.00**	**6,275.00**	**0.00%**
220 Office Expense & Supplies						
220.01.911 General office supplies	4,547.34	0.00	206.93	3,000.00	2,793.07	6.90%
220.02.911 Printing	180.42	0.00	0.00	250.00	250.00	0.00%
220.03.911 Copier supplies/usage	67.01	30.03	30.03	200.00	169.97	15.02%
220.04.911 Printer supplies (toner)	41.85	0.00	0.00	500.00	500.00	0.00%
220.05.911 Postage	390.00	0.00	0.00	350.00	350.00	0.00%
Total 220 Office Expense & Supplies	**5,226.62**	**30.03**	**236.96**	**4,300.00**	**4,063.04**	**5.51%**
230 Public Notices						
230.01.911 Public notices/district	0.00	0.00	0.00	400.00	400.00	0.00%
Total 230 Public Notices	**0.00**	**0.00**	**0.00**	**400.00**	**400.00**	**0.00%**
240 Professional Services						
240.01.911 Legal services	14,697.33	0.00	15,500.00	15,500.00	0.00	100.00%
240.02.911 Audit service - financial	10,800.00	0.00	0.00	15,000.00	15,000.00	0.00%
240.03.911 Audit - BEMS	0.00	0.00	0.00	65.00	65.00	0.00%
240.04.911 Language Line	8,895.06	363.66	363.66	1,500.00	1,136.34	24.24%
240.05.911 Drug Screening	647.80	574.00	574.00	2,500.00	1,926.00	22.96%

Central Utah 911
Financial Report
911 Central Utah 911 - 08/01/2026 to 08/31/2026
16.67% of the fiscal year has expired

	2025 Year End Actual	August Actual	2026 YTD Actual	2026 Budget	Unearned/ Unused	% Earned/ Used
240.06.911 Pre-Employment Psychologic	5,017.64	454.00	3,672.00	8,000.00	4,328.00	45.90%
240.07.911 Audiometry Tests	310.00	0.00	0.00	500.00	500.00	0.00%
Total 240 Professional Services	**40,367.83**	**1,391.66**	**20,109.66**	**43,065.00**	**22,955.34**	**46.70%**
250 Insurance Bonds						
250.01.911 General liability insurace	16,867.80	0.00	16,984.49	15,260.00	(1,724.49)	111.30%
250.02.911 Treasurers and notary bonds	444.00	0.00	0.00	0.00	0.00	0.00%
250.03.911 Crime insurance	425.00	0.00	0.00	425.00	425.00	0.00%
250.04.911 Facility property insurance	8,860.32	0.00	9,393.41	9,000.00	(393.41)	104.37%
Total 250 Insurance Bonds	**26,597.12**	**0.00**	**26,377.90**	**24,685.00**	**(1,692.90)**	**106.86%**
260 Misellaneous Supplies						
260.01.911 Business expenses (meeting	1,108.45	342.61	342.61	3,200.00	2,857.39	10.71%
260.02.911 Telecommunicator week	5,792.71	0.00	0.00	4,000.00	4,000.00	0.00%
260.03.911 Holiday gift for employees	6,638.51	0.00	0.00	8,000.00	8,000.00	0.00%
260.04.911 Employee recognitions	6,887.30	232.30	232.30	5,000.00	4,767.70	4.65%
260.05.911 Emergency/evacuation suppli	87.99	0.00	0.00	1,000.00	1,000.00	0.00%
260.06.911 Peer Support	1,030.82	0.00	0.00	1,300.00	1,300.00	0.00%
Total 260 Misellaneous Supplies	**21,545.78**	**574.91**	**574.91**	**22,500.00**	**21,925.09**	**2.56%**
310 Training and Education						
310.01.911 Dispatcher CME/In-service tr	3,040.25	0.00	0.00	5,000.00	5,000.00	0.00%
310.03.911 Supervisory training	2,155.99	0.00	0.00	2,000.00	2,000.00	0.00%
310.04.911 Administrative training	529.00	0.00	0.00	1,000.00	1,000.00	0.00%
310.05.911 Professional development trai	2,167.25	35.98	104.93	2,500.00	2,395.07	4.20%
310.06.911 Education materials/supplies	56.50	0.00	0.00	200.00	200.00	0.00%
310.07.911 Public education supplies	0.00	0.00	0.00	800.00	800.00	0.00%
310.08.911 Conference registrations	2,812.00	0.00	75.00	5,000.00	4,925.00	1.50%
520-340 COUNTY WIDE TRAINING	511.10	0.00	0.00	0.00	0.00	0.00%
911-330 TRAINING	(550.00)	0.00	0.00	0.00	0.00	0.00%
Total 310 Training and Education	**10,722.09**	**35.98**	**179.93**	**16,500.00**	**16,320.07**	**1.09%**
320 Certifications						
320.02.911 IAEMD Certs/Recerts	4,513.00	55.00	55.00	5,000.00	4,945.00	1.10%
320.05.911 Trainers course (CTO, recerts	1,495.00	35.00	35.00	3,000.00	2,965.00	1.17%
Total 320 Certifications	**6,008.00**	**90.00**	**90.00**	**8,000.00**	**7,910.00**	**1.13%**
410 Information Technology						
410.01.911 Headsets, base stations, batt	6,807.18	500.00	729.75	9,000.00	8,270.25	8.11%
410.02.911 Computer peripheral/tools/ac	1,997.85	0.00	469.78	3,000.00	2,530.22	15.66%
Total 410 Information Technology	**8,805.03**	**500.00**	**1,199.53**	**12,000.00**	**10,800.47**	**10.00%**
420 Software Licensing/Renewals						
420.01.911 Schedule software	7,074.22	554.40	21,919.53	7,600.00	(14,319.53)	288.41%
420.02.911 Renewals for firewall	15,426.00	0.00	15,228.83	17,000.00	1,771.17	89.58%
420.03.911 Exchange online	9,313.28	0.00	0.00	12,000.00	12,000.00	0.00%
420.04.911 Frontline	11,658.94	0.00	12,241.89	11,000.00	(1,241.89)	111.29%
420.05.911 VM backup	1,484.08	0.00	0.00	2,000.00	2,000.00	0.00%
420.07.911 Renewals for Spam Hero, We	396.00	0.00	0.00	500.00	500.00	0.00%
420.08.911 Domain registration	16.00	0.00	0.00	200.00	200.00	0.00%
420.09.911 Website hosting	105.52	0.00	0.00	250.00	250.00	0.00%
420.10.911 Renewals for SplashTop, PD	7,470.71	0.00	1,402.50	8,000.00	6,597.50	17.53%
420.11.911 TechSmith Camtasia	118.21	0.00	0.00	200.00	200.00	0.00%
420.12.911 PDF solution	1,358.28	0.00	0.00	1,400.00	1,400.00	0.00%
420.13.911 HR LMS	4,578.36	323.10	1,320.40	6,750.00	5,429.60	19.56%
420.15.911 Rapid SOS/Prepared 911	34,080.00	0.00	0.00	38,000.00	38,000.00	0.00%
420.16.911 EZRI License	0.00	0.00	0.00	700.00	700.00	0.00%
420.17.911 Online Backup	3,614.10	0.00	0.00	3,000.00	3,000.00	0.00%
420.18.911 CommsCoach	35,000.00	0.00	0.00	35,000.00	35,000.00	0.00%
Total 420 Software Licensing/Renewals	**131,693.70**	**877.50**	**52,113.15**	**143,600.00**	**91,486.85**	**36.29%**
430 IT Maintenance & Support						
430.02.911 Spillman & Hiplink maintenan	33,868.61	0.00	0.00	40,000.00	40,000.00	0.00%
430.04.911 Financial Software support	4,450.00	0.00	1,250.00	6,500.00	5,250.00	19.23%
430.05.911 Priority dispatch card support	0.00	0.00	0.00	5,000.00	5,000.00	0.00%
430.06.911 ProQA/AQUA support	15,400.00	15,400.00	15,400.00	14,000.00	(1,400.00)	110.00%
430.08.911 Notification System	22,425.00	0.00	23,994.75	24,000.00	5.25	99.98%
430.09.911 Fire Paging/Alerting	53,352.04	0.00	0.00	66,000.00	66,000.00	0.00%
430.10.911 Logging Recorder Maintenan	0.00	0.00	37,189.50	38,000.00	810.50	97.87%

Central Utah 911
Financial Report
911 Central Utah 911 - 08/01/2026 to 08/31/2026
16.67% of the fiscal year has expired

	2025 Year End Actual	August Actual	2026 YTD Actual	2026 Budget	Unearned/ Unused	% Earned/ Used
Total 430 IT Maintenance & Support	**129,495.65**	**15,400.00**	**77,834.25**	**193,500.00**	**115,665.75**	**40.22%**
440 Telephone & Communications						
440.01.911 911 phones (selective router,	10,053.33	955.97	1,916.91	13,000.00	11,083.09	14.75%
440.06.911 Cell phones	1,825.02	533.13	790.95	3,000.00	2,209.05	26.37%
440.07.911 Fiber connectivity	6,257.76	472.48	944.96	6,000.00	5,055.04	15.75%
440.08.911 Internet	8,825.88	784.00	784.00	15,000.00	14,216.00	5.23%
Total 440 Telephone & Communications	**26,961.99**	**2,745.58**	**4,436.82**	**37,000.00**	**32,563.18**	**11.99%**
510 Facilities						
510.01.911 Work area health/sanitization	1,541.83	0.00	0.00	4,000.00	4,000.00	0.00%
510.02.911 UPS batteries	1,250.00	0.00	0.00	3,600.00	3,600.00	0.00%
510.03.911 Breakroom/Kitchen supplies	1,197.16	324.96	488.07	4,000.00	3,511.93	12.20%
Total 510 Facilities	**3,988.99**	**324.96**	**488.07**	**11,600.00**	**11,111.93**	**4.21%**
520 Facilities Maintenance						
520.01.911 Building maintenance supplie	4,775.64	266.23	5,399.59	3,800.00	(1,599.59)	142.09%
520.02.911 Janitorial services and suppli	20,389.43	1,356.00	2,712.00	21,800.00	19,088.00	12.44%
520.03.911 Generator preventative plan	0.00	0.00	0.00	2,700.00	2,700.00	0.00%
520.04.911 HVAC system & preventative	0.00	0.00	0.00	500.00	500.00	0.00%
520.05.911 UPS service	1,000.00	0.00	0.00	2,800.00	2,800.00	0.00%
Total 520 Facilities Maintenance	**26,165.07**	**1,622.23**	**8,111.59**	**31,600.00**	**23,488.41**	**25.67%**
530 Grounds Maintenance						
530.01.911 Grounds maintenance	2,017.26	99.78	99.78	1,500.00	1,400.22	6.65%
530.02.911 Snow removal	75.00	0.00	0.00	3,000.00	3,000.00	0.00%
530.03.911 Pest control	0.00	0.00	0.00	500.00	500.00	0.00%
530.04.911 Equipment	179.93	409.25	409.25	1,000.00	590.75	40.93%
Total 530 Grounds Maintenance	**2,272.19**	**509.03**	**509.03**	**6,000.00**	**5,490.97**	**8.48%**
540 Utilities						
540.01.911 Electricity	24,040.28	0.00	0.00	36,000.00	36,000.00	0.00%
540.02.911 Water and sewer	4,820.27	434.09	434.09	4,500.00	4,065.91	9.65%
540.03.911 Fuel for generator	2,676.13	0.00	0.00	3,600.00	3,600.00	0.00%
540.04.911 Dumpster	4,510.39	0.00	467.00	4,000.00	3,533.00	11.68%
Total 540 Utilities	**36,047.07**	**434.09**	**901.09**	**48,100.00**	**47,198.91**	**1.87%**
740 Capital						
740.01.911 General/miscellaneous	12,812.75	0.00	0.00	27,500.00	27,500.00	0.00%
740.02.911 Office equipment	14,762.34	268.08	13,962.16	15,000.00	1,037.84	93.08%
740.03.911 Chairs	1,872.35	310.53	310.53	18,000.00	17,689.47	1.73%
740.04.911 Information technology	26,768.51	0.00	14,304.00	30,000.00	15,696.00	47.68%
740.05.911 ATX For New Stations	0.00	0.00	0.00	83,000.00	83,000.00	0.00%
740.06.911 Facility	0.00	0.00	0.00	75,000.00	75,000.00	0.00%
740.09.911 VESTA Emergency Phones	0.00	0.00	0.00	28,000.00	28,000.00	0.00%
Total 740 Capital	**56,215.95**	**578.61**	**28,576.69**	**276,500.00**	**247,923.31**	**10.34%**
Depreciation expense						
911-530 DEPRECIATION EXPENSE	309,653.39	0.00	0.00	0.00	0.00	0.00%
Total Depreciation expense	**309,653.39**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00%**
Total Expenses	**7,665,532.93**	**648,518.81**	**1,664,752.14**	**9,521,169.00**	**7,856,416.86**	**17.48%**
Total Income from operations	**(76,339.97)**	**(647,879.19)**	**(1,663,362.37)**	**0.00**	**1,663,362.37**	**0.00%**

CENTRAL UTAH 911

A UTAH INTERLOCAL ENTITY

RESOLUTION No. _____

A RESOLUTION ADMITTING THE TOWN OF SPRING LAKE AS A MEMBER OF CENTRAL UTAH 911

WHEREAS Central Utah 911 is an interlocal entity ("Central"), pursuant to a Second Amended Interlocal Agreement for Joint and Cooperative Action of Central Utah 911 ("Interlocal Agreement");

WHEREAS Central has received a request from the Town of Spring Lake ("Spring Lake") to join Central as a member;

WHEREAS the Board of Directors, as Central's governing body, finds and determines that admitting Spring Lake will be in the best interests of the member entities and their citizens through the delivery of high-quality and efficient emergency 911 dispatch services;

WHEREAS the Board recognizes that all of the territory within Spring Lake's municipal boundary was previously serviced by the Utah County Sheriff and Payson City Fire & Rescue; and

WHEREAS the Board desires to admit Spring Lake as a full member of Central;

NOW, THEREFORE, be it resolved by the Central Utah 911 Board of Directors, as follows:

1. Admission of Spring Lake as a Member. Upon adoption of a resolution by the Spring Lake Town Council accepting the Interlocal Agreement and signing the Interlocal Agreement, and thereafter returning a signed signature page, the Board approves membership in Central Utah 911 for Spring Lake.

2. Membership Fee. Inasmuch as prior to incorporation, Spring Lake's territory had been completely covered and served by the Utah County Sheriff and the Payson City Fire & Rescue, with both entities paying the funding and assessments required by the Agreement, there shall be no Membership Fee required of Spring Lake.

3. Effective Date. This Resolution is effective immediately upon passage.

DATED: September 11, 2026.

_____
ERNIE JOHN, Chair

ATTEST:

_____
Tyler Jacobson, Secretary/Treasurer

Voting by the Board:

Member	Yes	No	Abstain	Absent
Ernie John, American Fork City, Chair				
Shane Sorensen, Alpine City				
David Gustin, Town of Cedar Fort				
Chandler Goodwin, City of Cedar Hills				
Dave Uilibarri, Eagle Mountain City				
Jared Peterson, Elk Ridge City				
Hollie McKinney, Town of Fairfield				
William McMullin, Town of Genola				
JC Reynolds, Town of Goshen				
Doug Cortney, Highland City				
Marvin Kenison, Juab County				
Scott DaBell, Lehi City				
Seth Atkinson, Nephi City				
Scott Spencer, Payson City				
Todd Williams, Pleasant Grove				
Terry Ficklin, Salem City				
Norm Beagley, Santaquin City, Vice Chair				
Mark Christensen, City of Saratoga Springs				
Tyler Jacobson, Spanish Fork City, Secretary/Treasurer				
Mike Smith, Utah County Sheriff				
_____, Vineyard City				
Dorel Kynaston, Woodland Hills City				

TOWN OF SPRING LAKE

Authorized by Resolution No. _____, adopted on _____, 2026

TOWN OF SPRING LAKE by:

_____
WADE MENLOVE, Mayor

Attest: [seal]

_____
Rebecca Batty, Town Recorder

Approved as to form and compliance
with applicable law:

_____
_____, Town Attorney

CENTRAL UTAH 911
A UTAH INTERLOCAL ENTITY

RESOLUTION No. _____

A RESOLUTION ADMITTING LINDON CITY AND OREM CITY AS MEMBERS OF CENTRAL UTAH 911

WHEREAS Central Utah 911 is an interlocal entity ("Central"), pursuant to a Second Amended Interlocal Agreement for Joint and Cooperative Action of Central Utah 911 ("Interlocal Agreement");

WHEREAS Central has received a request to join Central as members from Lindon City ("Lindon") and Orem City ("Orem"), both of which provide police, fire, and EMS services to their communities;

WHEREAS the Board of Directors, as Central's governing body, finds and determines that admitting Orem and Lindon will be in the best interests of the member entities and their citizens through the delivery of high-quality and efficient emergency 911 dispatch services; and

WHEREAS Lindon and Orem have requested membership in February 2027 to accommodate transitioning from their current dispatch provider, Metro Emergency Communications; and

WHEREAS the Board desires to admit Lindon and Orem as full members of Central;

NOW, THEREFORE, be it resolved by the Central Utah 911 Board of Directors, as follows:

1. Admission of Lindon and Orem as Members. Upon adoption of a resolution by the city councils of Lindon and Orem accepting the Interlocal Agreement and signing the Interlocal Agreement, returning a signed signature page, and paying the Membership Fee, the Board approves membership in Central Utah 911 for Lindon and Orem. Assuming the

preconditions for membership in this Section 1 have been met, membership for Lindon and Orem shall be effective February 10, 2027.

2. Membership Fee. The Membership Fee shall be as described in the Membership Fee Agreement attached hereto and incorporated herein by this reference.

3. Effective Date. This Resolution is effective immediately upon passage.

DATED: September 11, 2026.

_____
ERNIE JOHN, Chair

ATTEST:

_____
Tyler Jacobson, Secretary/Treasurer

Voting by the Board:

Member	Yes	No	Abstain	Absent
Ernie John, American Fork City, Chair				
Shane Sorensen, Alpine City				
David Gustin, Town of Cedar Fort				
Chandler Goodwin, City of Cedar Hills				
Dave Uilibarri, Eagle Mountain City				
Jared Peterson, Elk Ridge City				
Hollie McKinney, Town of Fairfield				
William McMullin, Town of Genola				
JC Reynolds, Town of Goshen				
Doug Cortney, Highland City				
Marvin Kenison, Juab County				
Scott DaBell, Lehi City				
Seth Atkinson, Nephi City				
Scott Spencer, Payson City				
Todd Williams, Pleasant Grove				
Terry Ficklin, Salem City				
Norm Beagley, Santaquin City, Vice Chair				
Mark Christensen, City of Saratoga Springs				
Tyler Jacobson, Spanish Fork City, Secretary/Treasurer				
Mike Smith, Utah County Sheriff				
_____, Vineyard City				
Dorel Kynaston, Woodland Hills City				

EXHIBIT A

MEMBERSHIP FEE AGREEMENT

MEMBERSHIP FEE AGREEMENT

This Membership Fee Agreement ("Agreement") among and between LINDON CITY, a Utah municipal corporation ("Lindon"), OREM CITY, a Utah municipal corporation ("Orem"), and Central Utah 911, a Utah interlocal agency (the "Agency"), is entered into as of the date upon which the final party hereto executes this Agreement.

RECITALS

WHEREAS Lindon and Orem are Utah municipalities (each a "City," and collectively, "Cities") located within Utah County that operate public safety, police, or fire and EMS departments;

WHEREAS the Agency is an interlocal entity consisting of public safety agencies operating under a Second Amended Interlocal Agreement for Joint and Cooperative Action of Central Utah 911;

WHEREAS the Agency provides public safety dispatching services within Utah and Juab Counties and various municipalities in those counties;

WHEREAS Lindon and Orem have sought to become members of the Agency;

WHEREAS representatives of Lindon and Orem made a presentation to the Agency Board on June 29, 2026, highlighting, among other things, the savings the present members of the Agency might realize by adding Lindon and Orem as members; and

WHEREAS the Agency Board approved Lindon and Orem to become members of the Agency upon payment of the required membership fee, and after approval of a resolution by the respective City Councils of Lindon and Orem, assenting to the terms of the Second Amended Interlocal Agreement for Joint and Cooperative Action of Central Utah 911 ("Interlocal Agreement"); and

WHEREAS the parties desire to memorialize the terms and conditions under which the membership fee is to be paid by the two Cities;

AGREEMENT

NOW, THEREFORE, for good and valuable consideration as set forth herein, the Parties hereto contract, covenant, and agree as follows:

1. MEMBERSHIP FEE. The Membership Fee, after consulting Section 10 of the Interlocal Agreement, and after careful consideration by the Agency Board and Staff, is determined to be $131,112 for Lindon and $961,485 for Orem, for a combined total Membership Fee of $1,092,597.00 as shown in Exhibit A.

2. INSTALLMENTS. The Membership Fee for each City shall be paid in five annual installments as outlined in Exhibit A. The installments herein shall be paid by July 15 each year, beginning July 15, 2027.

3. REDUCTION OF OREM'S MEMBERSHIP FEE. The Membership Fee for Orem (and the corresponding installment payments) may be reduced by certain deductions for software and equipment contributed to the Agency by Orem upon approval of the Utah Communications Authority ("UCA") (the "Reduced Membership Fee"), and further detailed as "Deductions" on Exhibit A; however, deductions are not limited to the items listed in Exhibit A and shall be adjusted to reflect the software and equipment actually provided by Orem.

4. MEMBER SAVINGS EVALUATION; MEMBERSHIP FEE ADJUSTMENT. On or around the one-year anniversary of Lindon's and Orem's membership in the Agency (i.e., approximately July 1, 2028), Agency staff shall evaluate the collective savings to the Agency members (those that existed prior to Lindon's and Orem's membership) by virtue of Lindon's and Orem's membership. If the collective savings exceeds the Reduced Membership Fee specified in Section 3 herein, then Lindon and Orem shall be given a credit towards the installment payments in an amount equal to 50% of the Reduced Membership Fee. The credit shall be divided proportionately between Lindon and Orem and applied toward the Membership Fee installments. If the collective savings do not exceed the Reduced Membership Fee, then no credit shall be applied. The Membership Fee with estimated Deductions and the estimated savings evaluation are outlined in Exhibit A.

5. OTHER MEMBERSHIP REQUIREMENTS. Nothing in this Agreement shall relieve Lindon and Orem from complying with the other provisions of the Interlocal Agreement, including adopting the existing Interlocal Agreement by a resolution of their respective City Councils. Pursuant to Section 10 of the Interlocal Agreement, membership in the Agency is effective when the prospective member pays the Membership Fee, approves a resolution adopting the Interlocal Agreement, and executes the Interlocal Agreement. Thereafter, pursuant to Utah Code Ann. § 11-13-204, the Agency shall submit the required documentation to the Lieutenant Governor to formally amend the Agency boundaries.

6. TERM; TERMINATION. The term of this Agreement shall be until the obligations contained herein are fulfilled or until any party terminates this Agreement. Either Lindon or Orem may terminate this Agreement as to that party by giving written notice to the other parties, in which case, that party will not be granted membership in the Agency. The Agency may terminate this Agreement by giving written notice to the other parties only up until the Cities are added as members of the Agency or for a material breach of this Agreement. If the Agency terminates this Agreement as to a City, other than for a material breach by a City, it shall refund any payments made by that City.

7. MATERIAL BREACH. Failure by a City to make an installment payment as specified herein shall constitute a material breach. Failure by the Agency to add a City as a member, if that City has complied with the provisions of this Agreement and all other requirements of State law as to membership in the Agency, shall constitute a material breach by the Agency, in which case the Agency shall refund all payments made by that City to the Agency under this Agreement. Remedies for material breach may include exclusion from membership.

8. MISCELLANEOUS.

    a. This Agreement is governed by the laws of the State of Utah.
    b. This Agreement may be amended only in writing signed by the parties hereto.
    c. This Agreement may be executed in counterparts and by electronic means.

[signatures follow]

LINDON CITY

Authorized by the Lindon City Council by motion or resolution adopted on _____, 2026.

LINDON CITY by:

_____
CAROLYN O. LUNDBERG, Mayor

ATTEST:

_____
Britni Laidler, City Recorder

OREM CITY

Authorized by the Orem City Council by motion or resolution adopted on _____, 2026.

OREM CITY by:

_____
KAREN McCANDLESS, Mayor

ATTEST:

_____
Teresa McKitrick, City Recorder

CENTRAL UTAH 911

Authorized by the Central Utah 911 Board of Directors by motion or resolution adopted on _____, 2026.

CENTRAL UTAH 911 by:

_____
ERNIE JOHN, Chair

ATTEST:

_____
Tyler Jacobson, Secretary/Treasurer

EXHIBIT A

MEMBERSHIP FEE, ESTIMATED DEDUCTIONS, AND ESTIMATED SAVINGS CALCULATION

https://docs.google.com/spreadsheets/d/1M7ngN9r2SulP3BOrTpom0ZXh34jY4W-WxXYUKRCtKK4/edit?usp=sharing

MEMBERSHIP FEE CALCULATION

BUY-IN FEE	
Impact Fee	$811,157
Hiring and Training	$114,240
L3Harris and Vesta Moving	$13,200
Consoles (includes hardware, computers, monitors, etc.)	$154,000
Total Fee	$1,092,597
88% Orem	$961,485
12% Lindon	$131,112
DEDUCTIONS FOR OREM*	
L3 Harris Radio Consoles - Quantity 6	$258,000
Vesta Phone Consoles - Quantity 6	$210,000
ATX - Quantity 4	$160,000
Total Deductions	$628,000
Orem's Initial Reduced Membership Fee	**$333,485**
Lindon's Initial Membership Fee	**$131,112**
Total Initial Membership Fee	**$464,597**
MEMBER SAVINGS EVALUATION/FEE ADJUSTMENT	
Estimated Existing Members Savings	$1,240,201
Actual Savings (First Year of Orem/Lindon's Membership)**	$1,240,201

Savings Percentage (Capped at 100%)	100.00%	
Savings Capped @ 50% of savings per Membership Fee Agreement	50.00%	
Orem's Membership Fee Reduction	$166,743	
Lindon's Membership Fee Reduction	$65,556	
Total Membership Fee Reduction	$232,299	

TOTAL MEMBERSHIP FEE $232,299

Orem's Initial Reduced Membership Fee w/ Adj.	**$129,063**	
Lindon's Initial Membership Fee w/ Adj.	**$103,236**	
Total Initial Membership Fee w/ Adj.	**$232,299**	
		Total
Orem's Payment Yr 1	$51,625	$51,625
Orem's Payment Yrs 2-5	$19,359	$77,438
Lindon's Payment Yr 1	$41,294	$41,294
Lindon's Payment Yr 2-5	$15,485	$61,941
		$232,299
*Deductions may vary		
**Replace with actual savings when known		

LINDON CITY

Authorized by Resolution No. _____, adopted on _____, 2026

LINDON CITY by:

_____
CAROLYN LUNDBERG, Mayor

Attest: [seal]

_____
Britni Laidler, City Recorder

Approved as to form and compliance
with applicable law:

_____
Brian Haws, City Attorney

OREM CITY

Authorized by Resolution No. _____, adopted on _____, 2026

OREM CITY by:

_____
KAREN McCANDLESS, Mayor

Attest: [seal]

_____
Teresa McKitrick, City Recorder

Approved as to form and compliance
with applicable law:

_____
Steve Earl, City Attorney

~~SECOND~~ THIRD AMENDED INTERLOCAL AGREEMENT FOR JOINT AND COOPERATIVE ACTION OF CENTRAL UTAH 911

This Third Interlocal Agreement for Joint and Cooperative Action Amending the Central Utah Regional Dispatch Agency (the "Agreement") is made by and among Utah County (Utah), Juab County (Juab), Alpine City (Alpine), American Fork City (American Fork), Cedar Fort Town (Cedar Fort), City of Cedar Hills (Cedar Hills); Eagle Mountain City (Eagle Mtn), Elk Ridge City (Elk Ridge), Fairfield Town (Fairfield), Genola Town (Genola), Town of Goshen (Goshen), Highland City (Highland), Lehi City (Lehi), Lindon City (Lindon), Orem City (Orem), Payson City (Payson), Pleasant Gove City (Pleasant Grove), Salem City (Salem), Santaquin City (Santaquin), City of Saratoga Springs (Saratoga Springs), Spanish Fork City (Spanish Fork), Town of Spring Lake (Spring Lake), Vineyard Town (Vineyard), City of Woodland Hills (Woodland Hills), and Nephi City (Nephi) (sometimes referred to herein individually as a "Party" and collectively as the "Parties"), pursuant to the provisions of the Interlocal Cooperation Act, Utah Code Ann. §11-13-101 et seq. (1953, as amended) (the "Act"). This Agreement is signed by the Parties on the dates indicated and is effective upon completion of the filing requirements of the Act.

RECITALS

A. The Act allows public agencies to jointly exercise any power, privilege, or authority exercised or capable of exercise by a Utah public agency for the betterment of itself and its constituents.

B. The Act provides that the public agencies may create a legal entity to exercise such powers, privileges, or authority.

C. The Parties share a common interest in providing dispatching emergency services for public safety agencies in unincorporated Utah and Juab Counties, as well as various cities identified herein located in Utah and Juab Counties.

D. The Parties recognize that the health and safety of residents and visitors of the Parties depend on prompt and efficient dispatch of emergency services and the Parties will exercise the powers, privileges, and authority granted through the laws of the State of Utah to achieve this purpose.

E. The Parties have found that prompt and efficient dispatching of emergency services can best be achieved by sharing resources, thus achieving economies of scale, minimizing duplication of costs, and eliminating artificial boundaries.

F. The Parties have determined that joint and cooperative action of the Parties in operating through a separate legal entity established under authority of the Act will help

implement the desired economies of scale; promote the objectives stated above as well as the health, safety, and welfare of their residents and visitors, and provide other benefits.

H. The Parties hereto desire to jointly enter into this Agreement to accomplish the purposes set forth herein.

NOW THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereto hereby contract, covenant, and agree as follows:

SECTION 1 - AMENDMENT

The Parties hereby amend that separate legal and administrative interlocal entity known as "Central Utah 911," empowered under the authority of the Act to be a public agency and political subdivision of the State of Utah (the "Agency") by adding Pleasant Gove as a member of the Agency and modifying how new members in Utah and Juab Counties may be added.

SECTION 2 - DEFINITIONS

Capitalized terms used herein shall have the meanings ascribed to them in this Section, as well as such other meanings as are clear from the context:

Act: the Utah Interlocal Cooperation Act, Utah Code Ann. §11-13-101 et seq.

Alternate Director: an individual appointed as an alternate to a Director as provided in this Agreement.

Agency: the Central Utah 911 Agency as amended pursuant to this Agreement.

Agency Service Area: that area serviced by the Agency, as shown on the map attached hereto as Exhibit A.

Board: the Board of Directors of the Agency, which is the governing body of the Agency.

Director: an individual appointed by a Member to serve on the Board as provided herein.

Dispatch: the act of receiving and calling out emergency services, including 911 calls, generally related to police, fire, ambulance (EMT, paramedic, etc.), or search and rescue. The events require dispatch to stay in contact with the emergency services until the incident is completed.

Facility: any property or works owned, operated, or used by the Agency in connection with the advancement of the purposes for which the Agency was created,

including, without limitation, buildings and other structures, wherever such facilities may be located, computer equipment and radios used to dispatch, relay devices and towers, and other real or personal property deemed necessary to fulfill the purposes of the Agency.

Member(s): public agencies consisting of Utah County, Juab County, Alpine City, American Fork City, Cedar Fort Town, City of Cedar Hills, Eagle Mountain City, Elk Ridge City, Fairfield Town, Genola Town, Town of Goshen, Highland City, Lehi City, Nephi City, Payson City, Pleasant Grove City, Salem City, Santaquin City, City of Saratoga Springs, Spanish Fork City, Vineyard Town, and the City of Woodland Hills, which currently constitute all of the Parties to this Agreement, and any additional Members admitted as provided in this Agreement.

Non-Member Contracting Entity: a public entity which provides emergency services that elects, by contract, to have the Agency provide dispatch services for it.

Public Entity: a political subdivision of the State of Utah or any agency of the federal government.

SECTION 3 – AGENCY PURPOSES

A. The purposes of the Agency are to:
   1. dispatch emergency services for the public safety departments of its Members;
   2. operate, administer, manage, repair, and replace equipment necessary to dispatch emergency services;
   3. enjoy economies of scale and other benefits made possible through the joint and cooperative action of the Members;
   4. train dispatchers to promptly and efficiently dispatch emergency services, to work with emergency services personnel through the conclusion of an incident, and to calm and direct members of the public who make 911 or other emergency calls to the dispatch center.

B. The Parties recognize that the accomplishment of such purposes are in the best interests of and promote the health, safety, and general welfare of the Parties and their respective residents and visitors.

SECTION 4 – POWERS

A. In order to accomplish the purposes of the Agency, it shall, without limitation, have the power to:
   1. Own, acquire, finance, operate, maintain, repair, and replace Facilities and lease and/or dispose of such Facilities;
   2. Employ and train dispatchers to work with emergency services personnel to provide emergency services to the public;

3. Enter into contracts with public and private entities, as deemed beneficial by action of the Board;
4. Prepare, update, and implement capital improvement plans;
5. Consult and participate with the State of Utah, and other government entities on issues relating to emergency services, dispatching, allocation of funding and resources, and otherwise cooperate to provide prompt and efficient dispatching of emergency services;
6. Acquire, possess, lease, encumber, and dispose of personal and real property;
7. Contract with Non-Member Contracting Entities that wish to have the Agency dispatch for them;
8. Contract for the provision of services to or from the Agency;
9. Contract for professional services consultants;
10. Employ such persons as it deems necessary;
11. Borrow money or incur indebtedness, including the issuance of revenue and other bonds, notes, and other obligations as permitted by law;
12. Pledge, assign, or otherwise convey as security for the payment of any indebtedness, the Agency's revenues and receipts;
13. Exercise the power of eminent domain as authorized under the Act;
14. Take such other actions, engage in such other transactions, enter into such contracts and agreements, and do all other things as may be necessary, convenient, or appropriate to accomplish its purposes or carry out any of its purposes or powers;
15. Contract for property, liability, and other insurance coverages and contracts as needed to protect the Agency, its Members, Directors, officers, and employees from and against any claim and/or loss; and
16. Exercise all powers now or hereafter granted to an Interlocal entity pursuant to the Act.

SECTION 5 – GOVERNANCE

A. **Board of Directors**.

1. The Agency shall be governed by a Board of Directors consisting of one director appointed by each Member ("Directors").
2. Each Director shall serve at the pleasure of the Member who appointed them and continue to serve until his or her successor is appointed and qualified. If a Director resigns, dies, is removed, or is otherwise unable to finish their service, the Alternate Director shall act in the stead of the Director who is no longer available. Thereafter the Member shall appoint a new Director or a new Alternate Director in accordance with Section 5(A)(1) and 5(B)(2).

B. **Transaction of Board Business; Alternate Directors**.

1. Votes Required for Board Action. It requires a majority weighted vote of the Board, as set forth in the by-laws, to pass any measure.

2. Alternate Directors. Each Member making an appointment to the Board shall also appoint an Alternate Director for each Director it appoints to the Board, following the procedure set forth in Section 5(A)(1). The Alternate Director shall have no vote, except in the absence of the Director for whom he/she is an alternate, in which event the Alternate Director shall be authorized to cast a vote in place of the absent Director.

C. **Board Meetings**. The Board shall hold a regular Board meeting on a monthly basis, as scheduled by the Board, and may call and convene such other special Board meetings as shall be necessary to accomplish its work.

D. **Committees**.

1. Committees. The Board may appoint such committees and sub-committees as necessary for the Agency to exercise its powers in the accomplishment of its purposes.

SECTION 6 – OFFICERS

A. **Board Officers**. The Board shall appoint from among its Directors a chair, vice chair, and secretary/treasurer. The chair and vice chair shall be appointed to serve one year terms, and may serve up to three consecutive terms. The secretary/treasurer may be appointed to serve up to a three-year term, but may not serve consecutive terms. Except for the initial terms, all terms shall commence and end with the beginning and ending of the Agency's fiscal year. The initial chair and vice chair may serve the balance of the initial fiscal year, plus the next full fiscal year. The initial secretary/treasurer may serve the balance of the initial fiscal year, plus the next two full fiscal years. At least one of the Board Officers shall represent Juab or Nephi until June 30, 2021 after which officers may be elected from any of the Members' directors.

B. **Executive Director**. The Board may appoint an executive director, who shall be a paid employee of the Agency. The executor director shall be employed at the discretion of the Board and shall be responsible to the Board for the proper and efficient administration of the Agency. The executive director shall plan, organize, and direct Agency activities as directed by the Board, appoint and, subject to applicable law, remove employees, authorize expenditures within the budget approved by the Board, and take such other actions which are authorized from time to time by the Board.

SECTION 7 – FISCAL YEAR

The fiscal year for the Agency shall be from and including July 1 through the following June 30.

SECTION 8 – BUDGET AND FINANCING

A. **Budgets**. The budget for the Agency shall be established and maintained by the Board. Tentative budgets shall be prepared by the Board on or before March 1 each year and submitted to each Director. The final budget shall be adopted by the Board during June of each year.

B. **Funding and Assessments**. 911 monies from each Member will be assigned to the Agency. In addition, the Agency shall make assessments to the Members to make up for the difference between the 911 monies and the costs to operate the Agency. Such assessments shall be apportioned among the Members on such basis as the Board determines proper, in its sole discretion. The Agency will notify Members of its proposed budget by March 1 of each year and invoice for the same on or about July 1 each year. Each Member shall pay the assessment within thirty (30) days of being invoiced. Any Member which does not pay assessments will subject them to expulsion from the Agency, or such other sanctions as the Board determines equitable under all the circumstances. A Director representing a Member or other entity which has not paid its assessment may not vote on any matter during any period in which the Member or other entity is delinquent on payment of any assessment.

C. **Advances of Funds; Contributions**. Contributions or advances of funds or of personnel, supplies, equipment, or property may be made to the Agency by any Member or Non-Member Contracting Entity to accomplish the purposes of the Agency. Any such advance may be made subject to reimbursement as agreed by the Member, any Non-Member Contracting Entity, and the Agency.

D. **Project Financing**. A Project may be financed in whole or in part by the issuance of bonds and/or notes of the Agency payable from or secured by the revenues and receipts derived from the ownership and operation of such Project. No Member, nor any entity represented on the Agency Board, shall be liable for any bond, note, indebtedness, or other obligation incurred by the Agency, nor liable for the indebtedness of any other Member, nor liable for any indebtedness or other obligation with respect to a Project, other than the obligations of such Member arising under its contracts with the Agency related to each separate Project.

SECTION 9 – TERM

The Agency shall exist for the later of fifty (50) years from the effective date of this Agreement, or five years after it has fully paid or otherwise discharged all of its indebtedness, as authorized by §11-13-204(3)(a) and (b) of the Act. Existing or future provisions of the Act allowing for a longer term automatically extend the term of this Agreement to the longest term allowed by the Act. An amendment to this Agreement may extend the term. The term shall commence when this Agreement is adopted by each Member and approved by an attorney for each Member, as provided in the Act, placed

with the keeper of records of each Member, and provisions of the Act required for initial formation of the Agency have been completed.

SECTION 10 – ADDING FUTURE MEMBERS

Governmental entities operating public safety departments that are located in Utah or Juab Counties may join the Agency by following the procedures in this section without the necessity of amending this Agreement. Future members are admitted when the Board has approved an application by an entity seeking admission to the Agency, the entity has adopted a resolution accepting the interlocal agreement, as it may have been amended at the time of admittance of the future member, executed the appropriate interlocal agreement, and paid the required membership fee.. Newly admitted members to the Agency will be assessed a membership fee equal to the pro-rata portion of the value of assets owned by the Agency at the time of admittance. The membership fee shall be determined by taking the value of the Agency assets and dividing that number by the proportion of each Member=s contribution to the total Agency budget for the previous fiscal year, along with what the New Member's contribution would have been. Newly admitted members shall have equal footing with all Members upon being added as Members.

SECTION 11 – WITHDRAWAL

A Member may withdraw from the Agency subject to such terms and conditions as shall be specified in a withdrawal agreement between the Member and the Agency. Such withdrawal shall not affect any contractual liability of such Member to the Agency or to other Members. No Member shall be permitted to withdraw if such withdrawal would cause the Agency's existence to terminate, or otherwise cause the Agency to be in violation of any contract or bond obligation set forth in any indenture, contract, or other agreement with any third party, except upon consent of the Board. A withdrawing Member is not entitled to receive any of the assets of the Agency upon its withdrawal. One year's notice of intent to withdraw must be given prior to the end of a fiscal year.

SECTION 12 – TERMINATION

A. The Agency shall be terminated and dissolved upon a unanimous vote of the Board.

B. Upon termination, the Members are entitled to receive a distribution of Agency assets, based upon their individual capital contributions to the Agency. If capital contributions cannot be determined, the Members may distribute the assets in an equitable manner, as shall be determined by the Board in its discretion.

C. If the Members cannot agree on an equitable distribution, they shall resort to mediation to resolve the conflict. If mediation does not resolve the disagreement, an arbiter shall be

chosen by the Board, who shall hear arguments of the Parties and make a distribution. The distribution made by the arbiter shall be final and non-appealable.

SECTION 13 – MISCELLANEOUS

A. This Agreement is governed by the laws of the State of Utah.

B. The Members and any Non-Member Contracting Entity shall not be deemed to be partners, joint venturers, or associated in any manner which obligates them for the debts, defaults, or mistakes of any other party, or which renders them liable for the debts or obligations of the Agency.

C. Should any part, term, or provision of this Agreement be held by a court of proper jurisdiction as void, illegal, in conflict with any law, or otherwise rendered unenforceable, the validity of the remaining portions shall not be affected, unless the purposes of the Agency are thwarted thereby.

D. Directors shall have no liability to any Member for any act or omission in the performance of his/her duties as a Director.

E. The Agency shall defend, indemnify, and hold harmless the Directors, officers, and employees for any action taken within the scope of the authority of the Agency.

F. The Agency is entitled to the protections, obligations, and responsibilities conferred on public agencies by the Utah Governmental Immunities Act.

G. This Agreement is unique to the Members hereof, and is, therefore, not assignable, though qualified public entities may be added according to the procedure set forth herein.

H. This Agreement shall only be amended, in writing, upon the unanimous approval of the Members hereof.

SECTION 14 – NOTICE TO THE LIEUTENANT GOVERNOR

The governing body of each Party to this Agreement shall: (i) within 30 days after the date of the Agreement, jointly file with the Lieutenant Governor of the State of Utah a copy of a notice of an impending boundary action, as required in the Act; and submit to the recorders of Utah County and Juab County mylar plats showing the new boundaries of the Agency..

SECTION 15 – FILING OF THIS AGREEMENT

This Agreement shall take effect upon the filing of a fully-executed copy of this Agreement with the keeper of records of each of the Parties hereto.

Approved 01/10/2019
Revised 07/08/2026~~10/10/2024~~

09.15 Internal Policy and Standard Operating Procedure Evaluation Committee

09.15.1 PURPOSE
Central Utah 911 (CU911) is responsible for conducting internal reviews of all dispatch policies and procedures by employing a systematic, disciplined approach to evaluate and improve the effectiveness of dispatch management.

09.15.2 POLICY

1. The audit committee will consist of two groups:
    a. ~~e~~Every CU911 Dispatcher with the exception of those still in the training program~~.~~(~~–~~A member of the Administration Team will chair this committee).
        i. This group will be responsible for reviewing, updating and making necessary changes to all Standard Operating Procedures (SOPs).
    b. Supervisors, Managers and Admin.
        ~~1.~~i. This group will be responsible for revising, updating and making necessary changes to all Policies, including presenting to the boards when needed.
2. The audit committees will provide assistance to the committee chair in fulfilling the oversight responsibilities by reviewing each policy and procedure provided by the administrative chair member.
3. In discharging its responsibilities, the audit committee will:
    a. Serve as an independent and objective party to monitor the dispatch policies and procedures.
    b. Promote a coordinated, efficient, and effective audit function.
    c. Promote an effective and continuously improving system of internal control for achieving the dispatch centers goals and objectives.
    d. Review, evaluate and recommend possible changes or additions to each assigned policy.
    e. Every twelve months review and revise each assigned policy.
    f. Keep all dispatch policies and SOPs current.
4. All policies and Standard Operating Procedures (SOPs) will be signed by each employee within 30 days of distribution. If an employee is on extended leave, this time frame may be extended at the discretion of the Executive Director.

09.15.3 RESPONSIBILITIES

1. Each committee member will be assigned a specific number of dispatch policies or SOPs. Each assigned policy or SOP will be reviewed by the responsible employee~~dispatcher~~ ensuring that all information found within the policy is current, correct, and effective. At the completion of the audit upon each policy, the committee member will forward their findings to the administrative chair member before the stated due date.
2. Audit reports may be submitted electronically on official audit forms or via email.
3. Assigned audits can be turned in up to one month before the due date.
4. The administrative chair member will review each submitted report for possible corrections and updates. Recommendations for removing policies and/or SOPs or major changes in individual policies may require the review of administration and/or board(s).
5. To make sure of timeliness and constant accuracy, all policies and/or SOPs may be audited at any time.

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10.03 Visitors in the Dispatch Center

10.03.1 PURPOSE
To clarify who has authorized access to the facility and provide the procedure for submitting and approving requests to visit the facility.

10.03.2 AUTHORIZED ACCESS

1. Employees of the organization are authorized to be in the work and common areas of the building. Access to equipment and data rooms are limited and access is granted as needed.
2. Administrators, police officers, firefighters and EMS providers from our agencies are authorized for entry into the facility at any time.
3. Pre-screened service technicians may be issued access cards as needed for the repair and maintenance of equipment. Other technicians who are not preauthorized should be accompanied by an employee while in the building.

10.03.3 REQUESTS TO OBSERVE

1. Administrators, police officers, firefighters and EMS personnel from our agencies may be assigned by their departments to observe dispatch operations for training purposes. Such observation periods should be scheduled.
2. Dispatchers from other dispatch agencies, upon verification of their dispatch employment, upon approval and coordination, may observe dispatch operations.
3. Other individuals who are 16 years of age or older (anyone younger must be pre-approved by the Executive Director), have an interest in observing dispatch operations may be approved to do so upon completion of a background check and upon approval. The "Dispatch Observation Request" form (found in the Document Library in Frontline Policy Tracker) must be completed and submitted to a supervisor for processing and approval before an observation may be scheduled. Other individuals include:
    a. Family members of dispatch personnel with a desire to gain an understanding of the work performed by the employee.
    b. Members of the public based on the purpose of the request as approved.
    ~~b.~~c. Non-Employment related sit-alongs are limited to observing/sitting with the dispatcher hosting their friend/family member.
4. Approval of any/all observation requests will be for the dates originally indicated and will not be an open-ended invitation. Subsequent requests will require a new approval and assignment process.
5. In any ~~large scale~~large-scale event, the dispatch floor should be treated as an emergency zone; any observations should be discontinued so that all dispatchers can focus solely on the event.

~~4.~~6. All observations should be limited to 2 hours unless approved by the ~~Exective~~Executive Director prior to the date of observation.

10.03.4 OTHER VISITS
Groups such as scout troops, church groups, civic organizations, school groups, etc., may request a tour. If approved by an operations manager or director, an assignment will be made to a member of the staff to handle the tour.

10.03.5 SUPERVISORY RESPONSIBILITY
The acting supervisor is responsible for ending any visit that disrupts floor operations or violates security.

12.02 Priority and Natures of Law Calls

12.02.1 PURPOSE
To establish guidelines for prioritizing calls for service and changing nature codes.

12.02.2 PRIORITIZATION

1. The priority of calls for service are based on the seriousness of the situation, the time lapse of the occurrence, and the potential for the situation to escalate.
2. Call natures are classifications based on what has occurred and are intended to give both the responders and the dispatchers a basic understanding of the situation before the call has been read. Some call natures are broken out from a basic classification based on time lapse since the situation occurred.
3. Radio dispatchers will use call natures and priorities when triaging pending calls for dispatch. Calls with the highest priority should be dispatched first.

12.02.3 PRIORITIES

1. Priority 1: A situation where:
    a. A serious injury or possible death has occurred
    b. A life-threatening situation exists
    c. There is a crime in progress
    d. A suspect is in custody but uncooperative
    e. The situation requires an immediate response to apprehend a suspect
    f. The situation requires an immediate response to mitigate a hazard to prevent loss of life.
2. If an officer is not available to respond, the dispatcher will advise the agency's field supervisor of the incident. The agency supervisor will determine whether to clear one of their units to respond or request assistance from another agency. The dispatcher will document in the call notes which unit was advised and any action they requested.
3. Priority 2: A situation where:
    a. A crime has just occurred (less than 15 minutes prior)
    b. The suspect is either no longer on scene or is in custody but cooperative
    c. There is no active threat or injuries, but an expedited response is needed for the apprehension of suspects, or for the preservation of evidence or property.
4. If an officer is not available to respond, the dispatcher will advise the agency's field supervisor of the incident. The agency supervisor will determine whether to clear a unit to respond or if the call can hold. The dispatcher will document in the call notes which unit was advised and any action they requested.
5. Priority 3: A situation where:
    a. A past criminal incident has occurred (more than 15 minutes have elapsed) and the suspect is no longer on scene
    b. A non-criminal matter requiring citizen contact either in person or by phone.
    c. These calls will be dispatched when an officer is available. The agency's field supervisor will be notified of pending calls when practical. The dispatcher will document in the call notes which unit was advised and any action they requested.
6. Priority 4: A situation where:
    a. The matter is a past criminal matter or a non-criminal situation that may not require contact with the reporting party. Example: barking dogs, noise disturbances, found property, etc.
    b. These calls will be dispatched when an officer is available. The agency's field supervisor will be notified of pending calls when practical. The dispatcher will

document in the call notes which unit was advised and any action they requested.

7. Priorities will be upgraded if information exists that indicates a more immediate response is necessary to prevent injury, preserve property or to preserve evidence. Details must be added to the call to explain the upgraded response
8. Priorities may be downgraded if the details indicate a long delay since the incident occurred, details should be added to the call to explain the downgrade.

12.02.4 CHANGING NATURE CODES

1. Changing natures on law calls should only be done in the following circumstances:
   a. When a wrong nature code was assigned by mistake.
   b. To change the agency ID on the nature. Example: changing THEFT 5 to THEFT 8 because the call is actually in Lehi.
   c. When a transfer call from an outside PSAP is entered into the CAD, the nature should be changed to one that most closely matches the actual situation.
   d. When the original situation was a traffic stop, and the officer requests the nature be changed, or when any original nature is requested by the officer to be changed to a DUI.
   e. When the original situation turns into a pursuit, the call should be renatured as a pursuit.
   f. When officers or responders request a reclassification to a death investigation.
   g. When the push back codes for fire and medical responses change the nature on the law call, the law call may have the nature changed back to the original law classification.
   h. Because fire and medical call responses rely on the proper classification of the incidents to trigger specific response plans, if the facts given change the nature of a fire or medical call, the nature should be updated to reflect the most current information so new response plans can be pulled.
2. When an officer requests fire or medical to respond to their current call, the dispatcher will use the AT command to add a fire type to the call without modifying the law call. The dispatcher will nature the call using the information provided by the officer. The dispatcher will document the request by the officer in the call notes.

12.02.5 RESPONSE AND/OR DOCUMENTATION

If a citizen calls back inquiring about the length of time their call has been pending without a response, the dispatcher will politely explain that an officer will respond when one is available. The agency's field supervisor will be advised when a caller complains about the length of time it is taking for an officer to respond, and the information should be documented in the CAD call.

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12.19 Active Shooter or Assailant ~~Protocol~~

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12.19.1 PURPOSE

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To establish guidelines for the CU911 response to an active shooter or assailant incident and to ensure timely collection and dissemination of critical information to responding personnel.~~to handle an active shooter or assailant incidents.~~

12.19.2 SCOPE

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This policy applies to all CU911 personnel responsible for receiving, processing, documenting, dispatching, or disseminating information related to an active shooter or assailant incident.

12.19.3~~2~~ ~~USE OF THE ACTIVE SHOOTER PROTOCOL~~POLICY

~~1.~~ Upon receiving information~~Upon determination~~ that an active shooter or assailant incident is in progress, CU911 personnel shall initiate the Active Shooter or Assailant Protocol and provide timely, accurate, and actionable information to responding agencies.~~the location of the incident should be entered on a CAD call with the nature of ACTIVE SHOOTER and the call rezoned to 'ALL' so that all dispatch centers in the county are aware of the incident.~~

12.19.4 ~~3 INTERROGATION QUESTIONS/INFORMATION TO GATHER~~ACTIVE SHOOTER OR ASSAILANT PROTOCOL

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1. Upon determination that an active shooter or assailant incident is in progress, CU911 personnel shall:
   a. Enter the incident location into a CAD call.
   b. Use the nature **ACTIVE SHOOTER**.
   c. Rezone the call to **ALL** so that all dispatch centers within the county are aware of the incident.
   d. Use the **Urgent Message** function in CAD comments when entering information regarding the suspect.
   e. Obtain and document actionable information regarding the suspect, victims, location, weapons and current circumstances.
   f. Provide appropriate lockdown or evacuation instructions in accordance with this policy and the direction of Incident Command.
   g. Maintain communications with callers who possess actionable intelligence whenever practical.
   h. Provide information to responding personnel as it is received and updated.
   i. Follow established emergency medical procedures when injuries are reported.

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~~1. Location of the incident including school or business name~~
~~2. A call-back number~~
~~3. Can the caller speak freely?~~
   ~~a. If NO, use YES or NO questioning.~~
   ~~b. If the caller is in danger and cannot talk, have the caller set the phone down, but DO NOT hang up. Send Prepared Live link with request to GO LIVE.~~
~~4. Exact location of the suspect. Send Prepared Live link to any callers with current visual or those that have picture or video.~~
   ~~a. Inside or outside, room number, hallway, etc. keep the caller on the line and location updated in CAD notes as long as the caller has actionable intelligence.~~
   ~~b. If unknown, where was the suspect last seen, how long ago and direction of travel.~~
   ~~c. Can you hear gunfire? (If not obvious)~~

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d. Can you tell where the gunfire is coming from? (Which direction from the caller, floor, classroom, etc.)

5. How many suspects are there?
6. Suspect description including age, race, sex, hair color, build, clothing, are they wearing body armor, are they carrying any bags, backpacks, etc. are they speaking a foreign language or have an accent, are there any other identifying characteristics?
7. What type of weapon(s) is involved? (Handgun, rifle, etc., including description)
8. What is the suspect doing with the weapon (shooting, threatening, etc.)?
9. Did the suspect come on foot or in a vehicle? (Description, including license plate)
10.
11. Has the suspect taken any hostages?
12. Provide lockdown instructions to all callers unless an evacuation is ordered by Incident Command.
13. Any known injuries?

IF YES, follow emergency medical protocol and document in the call notes patient location, age, injury, condition and call back number for someone with the patient.Callers with actionable intelligence should be kept on the line.

Callers with no suspect or patient information should have their name and call back number documented along with their location and brief context of their call in the State Returns tab of the CAD call. Lockdown or evacuation instructions should be provided when necessary. Callers should be sent the Active Threat canned message through Prepared Live in order to provide a means for them to relay any updates and continue communication with dispatch without tying up phone lines.

Example of a canned message:
"This is 911. We have received your report of an active threat. Help is coming. Follow the instructions provided to you by the dispatcher and use this link to continue any further communication with 911. We will reply as soon as we are able. Use the GO LIVE link to send pictures or videos of the suspect if they are seen and it is safe to do so."

12.19.5 LOCKDOWN

1. Lockdown instructions shall be provided when appropriate unless evacuation has been ordered by Incident Command.
2. CU911 personnel shall use the lockdown procedures established in the Active Shooter or Assailant Standard Operating Procedure(SOP).

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12.19.46 PROVIDING EVACUATION INSTRUCTIONS

1. Instructions to evacuate are to be given ONLY upon the direction of the Incident Commander.
1. Evacuation instructions shall be provided only upon direction from Incident Command.
2. CU911 Personnel shall obtain direction from Incident Command regarding whether and when evacuation instructions should be provided.Follow specific evacuation instructions when requested by Incident Command.
2.
3. When Incident Command directs an evacuation, CU911 personnel shall provide the evacuation instructions established in the Active Shooter or Assailant SOP.If the caller asks if they should evacuate, and Incident Command has not made the order, advise the caller that they should do whatever they need to do in order to keep themselves safe.

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~~**12.19.5 EVACUATION PROCEDURES**~~

~~1. If advised by Incident Command to have citizens evacuate, give the following instructions unless provided by Incident Command of other details:~~

~~a. If the caller can take the phone with them, do so. Otherwise, do not hang the phone up, but set it down.~~

~~b. Get out of the building/area even if others won't follow.~~

~~c. Leave belongings behind.~~

~~d. Take an evacuation path that is away from the suspect.~~

~~e. Warn others of the situation when you escape.~~

~~f. Don't attempt to move wounded people.~~

~~g. Don't rush toward the officers. Keep your hands visible and follow the officer's commands.~~

3.

~~**12.19.6 LOCKDOWN INSTRUCTIONS**~~

~~1. Lockdown instructions will be provided to all callers unless evacuation has been ordered by Incident Command.~~

~~a. Advise the caller that they should do whatever they need to do in order to keep themselves safe. Callers who will stay where they are should be given the following instructions to lockdown. "Avoid being seen, deny entry, defend yourself~~

~~i. Gather with others and go to the nearest room with a locking door.~~

~~ii. Go into the room, lock the door, and barricade it with heavy objects.~~

~~iii. Avoid being seen by turning off lights and closing the drapes and blinds.~~

~~iv. Cover any window on the door itself.~~

~~v. Sit or lie on the floor next to the wall with the door and be as quiet as possible.~~

~~vi. Don't answer or open the door for anyone. The police will be able to enter the room with a key to let you know when it is safe to leave.~~

~~vii. If you are found and unable to get away, be aggressive and fight for your life by using whatever items are at your disposal. Yell, throw objects, and defend yourself.~~

12.19.7 SCHOOL TERMINOLOGY~~ AND INFORMATION~~

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CU911 personnel shall use the terms **SECURE** and **LOCKDOWN** correctly and shall not use the terms interchangeably.

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1. SECURE shall be used for a threat outside of the school or for police activity in the area of a school when the school is not the target.~~For Threats outside of the school, they are to **SECURE** the building by returning all students inside and locking all outside access.~~
2. LOCKDOWN shall be used for a threat inside of a school involving weapons or another immediate threat.~~For Threats inside of the school with weapons involved, they are to go into **LOCKDOWN.**~~

~~2.~~

~~Meaning all interior doors should be locked, lights turned off and everyone gets out of sight. Do not use the terminology interchangeably. If there is police activity in the area of the school (such as police looking for a suspect in a different situation) the school should be advised to **SECURE.**~~

12.19.8 PUBLIC INFORMATION

Communications personnel shall not release unverified or operationally sensitive information regarding an active shooter or assailant incident.

1. Media inquiries shall be directed to the designated Public Information Officer (PIO).
2. Family members and members of the public shall be provided only information authorized for release.

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3. CU911 personnel shall use appropriate scripts when providing information regarding an active shooter or assailant incident.

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~~**CALL TAKING SCRIPT EXAMPLES**~~

~~1. Example Press Script – "There is an active threat incident occurring at (provide location). The Media staging area is located at (provide location). The PIO will give further information at that location."~~

~~2. **No further information should be released.**Example Family Script – "Reports of an active threat incident are being addressed. Emergency responders are (responding or on scene). I cannot provide you with any details. Please refer to the school district's website. They will be providing up to date information. When the situation is contained and safe, a reunification area will be established.~~

12.19.9 RELATED PROCEDURES

Detailed procedures for an active shooter or assailant incidents are contained in the **Active Shooter or Assailant SOP**.