



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
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

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.

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.

The board agreed to the following amendments:

1. Insert text "Confidential at the beginning of 19.09.4(1).
2. Strike the second sentence in 19.09.5(3).
3. Insert the text "To the extent provided by applicable Utah Law," at the beginning of 19.09.6(3) and strike the text "as provided by applicable Utah law" at the end of that item.
4. Add the text "In these cases, PST should consult with the Executive Director and legal counsel and possibly law enforcement" to the end of 19.09.6(4).

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.

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.

Role Call Vote to enter into closed meeting:

		Yes	No	Absent
Utah County	Mike Smith			x
Alpine	Shane Sorensen	x		
American Fork	Ernie John	x		
Cedar Fort	Wyatt Cook			x
Cedar Hills	Chandler Goodwin			x
Eagle Mountain	David Ulibarri	x		
Elk Ridge	Jared Peterson			x
Fairfield	Hollie McKinney			x
Genola	William McMullin	x		
Goshen	Charles Pipkin			x
Highland	Dough Courtney	x		
Juab County	Marv Kenison			x
Lehi	Scott DaBell	x		
Nephi	Seth Atkinson	x		
Payson	Scott Spencer	x		
Pleasant Grove	Todd Williams			x
Salem	Terry Ficklin	x		
Santaquin	Norm Beagley	x		
Saratoga Springs	Mark Christensen			x
Spanish Fork	Tyler Jacobson	x		
Spring Lake				
Vineyard				
Woodland Hills	Dorel Kynaston	x		

12 yes, none opposed. Need a 2/3rds majority. Chairman Ernie John calls to begin the closed meeting.

VIII. Enter into Closed Meeting

a) Discuss “reasonably imminent litigation and/or the character of an employee”
The Board entered a closed meeting in the current conference room to discuss reasonably imminent litigation and the character of an employee, as permitted by applicable law. Doug Courtney made the motion to enter closed meeting. 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 meeting.

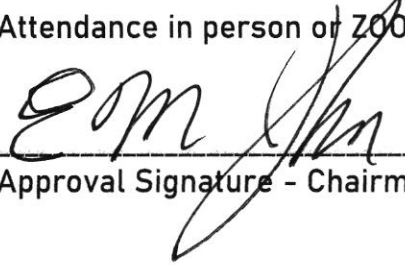
The closed meeting began at 11:03 a.m.

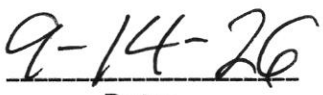
IX. Adjourn

Next Meeting: September 10, 2026

Attendance in person or ZOOM Meeting

Attendance in person or ZOOM Meeting


Approval Signature - Chairman Ernie John


Date: