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

Date: September 14, 2026
Time: 10:00 am

Board of Directors

Members in Attendance:
Shane Sorensen, Alpine City
Ernie John, American Fork City
Hollie McKinney, Town of Fairfield via Zoom
Doug Cortney, Highland City
Liz Rice, Highland City via Zoom
Marvin Kenison, Juab County
Seth Atkinson, Nephi City
Scott DaBell, Lehi City, via Zoom
Scott Spencer, Payson via Zoom
Terry Ficklin, Salem City
Norm Beagley, Santaquin City
Mark Christensen, Saratoga Springs via Zoom
Tyler Jacobson, Spanish Fork City
Mike Smith, Utah County
Dorel Kynaston, Woodland Hills

Absent Members:
Wyatt Cook, Cedar Fort
Chandler Goodwin, Cedar Hills
David Ulibarri, Eagle Mountain
Jared Peterson, Elk Ridge
William McMullin, Town of Genola
Charles Pipkin, Town of Goshen
Todd Williams, Pleasant Grove

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
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
Jake Summers, Orem City, Deputy City Attorney

Chief Marc Sanderson , Orem City Fire
Chief BJ Robinson , Orem City Police

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

Chairman Ernie John called the meeting to order at 10:03 a.m. The Chairman noted that the prior meeting posting did not meet the required 24-hour notice period and that the meeting had therefore been moved to this date. The Board also discussed the preference for members to attend in person when possible.

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

a) Meeting Minutes for: August 2026
b) Financial Statement: August 2026

Motion: Doug Cortney moved to adopt the Consent Calendar with the noted changes. Norm Beagley seconded the motion. Motion passed.

III. **Business and Action Items:**

a) Resolution to admit the Town of Spring Lake as a member of Central Utah 911

The Board discussed admitting the Town of Spring Lake as a member of Central Utah 911. Spring Lake had missed the deadline related to its taxing entity status and cannot yet collect taxes independently. Utah County will collect and remit the applicable funds. It was noted that Spring Lake is expected to become its own entity in the next fiscal year. The discussion included whether to admit Spring Lake now and address implementation logistics subsequently, or delay admission.

Motion: Doug Cortney moved to adopt the resolution effective July 1, 2027, with a signature date of September 14, 2026. Norm Beagley seconded the motion. A roll-call vote was conducted:

Roll Call Vote:

		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	Doug Cortney	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	

13 yes, none opposed. Motion passes

b) Resolution to admit Lindon City and Orem City as members of Central Utah 911 and accompanying Membership Fee Agreement.
Vaughn Pickel provided a handout with corrected membership-fee figures. The Board discussed the use of projected call volumes, noting that projected calls have not exceeded the amounts used for budgeting and that actual invoices are based on actual activity. The Board also discussed the potential for deductions, a one-year look-back to assess the accuracy of projected volumes, anticipated UCA 911 funding and related legislation, and the timing of Lindon City and Orem City joining Central Utah 911.

The notes indicate that the original plan contemplated a July 1, 2027, membership date, while Lindon City and Orem City were expected to be brought in earlier, with additional fees associated with the accelerated implementation. The item was moved to the end of the agenda for further consideration

c) Console Review
Micah Clark reported on the console procurement process. Two proposals did not meet the RFP requirements. Xybix indicated that Roy would still be able to provide maintenance. The Board discussed WrightLine and AdaptSpace as the two finalists. Staff reported that dispatchers favored the AdaptSpace layout. The Board also discussed installation requirements, maintenance, warranties, available funding of approximately $450,000 in the PTIF allocation, space requirements associated with the anticipated Orem/Lindon equipment, and the projected installation timeline.

The Board discussed the need to finalize a vendor contract promptly, with a target of approximately 8–12 weeks for the project and a desired completion before the anticipated increase in activity in spring 2027. The Board also discussed the need for a budget amendment and the anticipated savings associated with the AdaptSpace proposal, including reduced costs related to carpet, paint, and electrical work.

Motion: Norm Beagley moved to approve the contract with AdaptSpace and authorize staff to move forward with the contracts, with the understanding that a budget amendment would be brought forward. The motion contemplated proceeding approximately 10 days before the public meeting. Doug Cortney seconded the motion. Motion passed.

IV. Policy Approval

a) 09.15 Internal Policy and Standard Operating Procedure Evaluation Committee, revised- Operation Manager Tricia Breinholt

Tricia Breinholt presented the revised policy, including added standard operating procedures and responsibilities.

Motion: Norm Beagley moved to approve the revisions. Tyler Jacobson seconded the motion. Motion passed.

b) 10.03 Visitors in the Dispatch Center, revised – Operation Manager, Tricia Breinholt

Tricia Breinholt presented the revised policy. The discussion addressed friends and family visiting the dispatch center, including the requirement that visitors remain with the employee they are visiting and that sit-a-longs may be discontinued during major events or emergencies.

Motion: Terry Ficklin moved to approve the revisions. Norm Beagley seconded the motion. Motion passed.

c) 12.02 Priority and Natures of Law Calls, revised- Operation Manager Tricia Breinholt

Tricia Breinholt presented the revised policy. The revision clarifies that when a call nature is changed to DUI, a dispatcher may make the change.

Motion: Doug Cortney moved to adopt the changes. Norm Beagley seconded the motion. Motion passed.

d) 12.19 Active Shooter or Assailant, revised – Performance Development Manager, April Robbins

April Robbins presented the revised policy. No substantive policy change was reported; the revision separates policy language from standard operating procedure information.

Motion: Mike Smith moved to approve the revisions. Terry Ficklin seconded the motion. Motion passed.

V. Operations Chair Report: Chief Gustman

Deputy Chief Chase Gustman provided a brief report. **Alex Wall** reported on fire training boot camp and continuing progress. A 10-200 drill was noted as upcoming. **Chief Gustman** also discussed questions and concerns regarding fire calls, including instances in which calls were being patched and paging issues. The Board discussed changes in call nature from an initial classification to an actual fire and updates to the call stacks, so notifications are sent to the appropriate personnel.

VI. Director's Report: Heidi Healy Executive Director

Heidi Healy, Executive Director, provided an update. The financial audit was discussed, along with the current status of the audit process. Ms. Healy encouraged the continued use of aliases programmed into radios to help dispatchers identify personnel. Five new hires are in training, with two lateral hires expected the following week. Ms. Healy reported that the agency had continued through the fire season and recognized staff for stepping up and performing well. The upcoming 10-200 drill was noted as a useful reminder for personnel.

VII. Open Forum

VIII. Enter Into Closed Meeting

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

Motion: Doug Cortney moved to enter closed session. Norm Beagley seconded the motion. A roll call vote was conducted:

Roll Call Vote:

		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	Doug Cortney	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		

11 yes, none opposed. Motion passed.

IX. Reopen Meeting

A roll call vote was taken to reopen the meeting:

Roll Call Vote:

		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	Doug Cortney	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		

10 yes, none opposed. The meeting was reopened.

X. Resolution to admit Lindon City and Orem City as members of Central Utah 911 and accompanying Membership Fee Agreement.

A roll call vote was conducted to admit Lindon City and Orem City as members of Central Utah 911:

Roll Call Vote:

		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	Doug Cortney	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	

11 yes, none opposed. The motion passed.

XI. Adjourn

Doug Cortney made a motion to adjourn the meeting. Vaughn Pickel seconded the motion. All voted in favor, and the motion passed.

Next Meeting: October 8, 2026, at 9:00 a.m.
Attendance in person or ZOOM Meeting

E M J _____ 10-8-2026

Approval Signature - Chairman Ernie John Date: