

2 The Lindon City Council held an Open House on **Thursday, March 27, 2008**, beginning
at 6:00 p.m. in the Lindon City Center, City Council Chambers, 100 North State Street,
Lindon, Utah.

4 Conducting: James A. Dain, Mayor

6 **PRESENT**

ABSENT

8 James A. Dain, Mayor
10 Eric Anthony, Councilmember
H. Toby Bath, Councilmember
12 Lindsey Bayless, Councilmember
Bruce Carpenter, Councilmember
14 Jerald I. Hatch, Councilmember
Ott H. Dameron, City Administrator
16 Cody Cullimore, Chief of Police
Debra Cullimore, City Recorder

18 **ALSO PRESENT**

20 Mike Larsen, Orem City Director of Public Safety
22 Scott Gurney, Orem City Fire Division Captain
Marc Sanderson, Pleasant Grove Fire Chief

24 The meeting began at 6:05 p.m.

26 **Discussion of Dispatch, Fire and Emergency Medical Services in Lindon City.** *City
28 officials and staff will present information regarding options for Dispatch, Fire, and
Emergency Medical Services in Lindon City. Residents are invited to attend and ask
30 questions or provide comments on various options.*

32 Mayor Dain welcomed all those present in the audience. He noted that this Open
House was publicized as well as possible given the short time frame necessary to take
34 action regarding this important decision. He explained that this meeting is for discussion
and informational purposes only, and to allow residents an opportunity to comment on
36 options. He clarified that it will be necessary for the Council to take final action at the
April 1, 2008 City Council meeting to accommodate the budget process of all cities
38 affected by the decision.

40 Mayor Dain explained to residents that the investigation into alternatives to
provide these services to Lindon residents is not based on a lack of service from Pleasant
Grove Fire and EMS personnel, nor is it politically motivated. He observed that it may
42 be possible to increase the current level of service from a part time department through
the current contract with Pleasant Grove to a full time department with full time staffing
44 and response capabilities from Lindon City facilities through a partnership with Orem
City. He expressed appreciation to Pleasant Grove City and Orem City for their
46 professionalism and cooperation during the investigative process

2 Mayor Dain invited Mr. Dameron to present information regarding proposals
3 from both cities. Mr. Dameron explained that during investigation last year regarding
4 creation of the Lindon City Police Department, several residents expressed a desire to
5 create a Lindon City Fire Department as well. Following two residential fires which
6 occurred in Lindon during the past year, additional questions were raised as to the
adequacy of current fire service in Lindon.

8 Mr. Dameron went on to explain that during the process of creating a budget for
9 the Police Department, Chief Cullimore contacted Pleasant Grove to determine the cost
10 for dispatch services during the coming year. Due to the proposed cost from Pleasant
11 Grove, Chief Cullimore was directed to solicit a bid from the Utah County Sheriff's
12 Office as well. Following discussion with Pleasant Grove officials regarding dispatch
13 services at a Quarterly Coordination Meeting, it was determined that Fire and Emergency
14 Medical Services would not be provided by Pleasant Grove if dispatch services were not
included. Pleasant Grove officials felt that having emergency services dispatched by an
outside agency could degrade response times.

16 Following the discussion at Quarterly Coordination Meeting, Chief Cullimore was
17 asked to contact Orem City Department of Public Safety regarding the possibility of all
18 three services being provided by Orem City. During discussion with Orem Director of
19 Public Safety, Mike Larsen, and other Orem staff, Orem expressed an interest in a
20 partnership to provide these services in Lindon from the existing Lindon City Fire Station
21 facility located east of the City Center. Orem representatives realized that there would
22 also be a benefit to Orem residents living in the north east section of Orem, particularly
23 during the remodeling of the existing Orem Station #2. Mr. Dameron clarified that the
24 proposal from Orem City includes a fully staffed fire department operating out of Lindon
facilities 24 hours a day, 7 days a week.

26 Mr. Dameron went on to review details of proposals submitted by Orem City and
27 Pleasant Grove City. The proposal submitted by Orem City includes full time staffing of
28 the Lindon City Fire station, with firefighters using the existing residence owned by the
29 City located adjacent to the fire station as living quarters. A fire engine and an
30 ambulance, along with other associated equipment, would be housed at the fire station,
31 and Lindon would have full access to all additional equipment and services of the Orem
32 City Fire Department. Dispatch services would also be provided as part of the
33 agreement. The total cost of full time dispatch, fire and emergency medical services
34 through Orem City would be approximately \$1,177,000.

36 The proposal from Pleasant Grove included the use of the Lindon City fire station
37 and living quarters, along with the responsibility for Lindon City to hire the necessary
38 personnel and lease the necessary equipment, and for Pleasant Grove to provide
39 administrative oversight of the services. The total cost of fire and emergency medical
40 services through Pleasant Grove was submitted at \$1,674,382, with an additional
\$225,000 to \$275,000 for dispatch services.

42 Mr. Dameron noted that Lindon City will pay approximately an additional
43 \$90,000 annually to the provider of dispatch services in the form of 911 fees collected
44 through the City. This amount can be applied to the proposed cost already submitted by
Orem City. These 911 fees would be paid to Pleasant Grove in addition to the quoted
cost of services, increasing the Pleasant Grove bid by that amount.

2 Mr. Dameron reviewed the cost to continue with the current level of service
3 provided by Pleasant Grove City for part time fire and emergency medical services and
4 dispatch services. The current proposal submitted by Pleasant Grove to remain status quo
5 includes \$450,000 to \$500,000 for fire and emergency medical services, an additional
6 \$83,000 for fire marshal services, and \$135,000 to \$185,000 for dispatch services. The
7 \$90,000 in 911 fees would be paid in addition to the quoted price, for a total cost for
8 status quo services of \$758,000 to \$858,000.

9 Mr. Dameron noted that Pleasant Grove officials have expressed that they will
10 support and respect the decision made by Lindon City, whether services continue to be
11 provided by Pleasant Grove or whether Lindon determines that the proper course of
12 action would be to partner with Orem City to provide these essential services. Mr.
13 Dameron also presented a map outlining the location of manned fire stations in the area.
14 The map showed a gap in coverage in the Lindon area, which would be remedied by full
15 time response from the existing Lindon fire station. Mr. Dameron observed that a full
16 time response from the Lindon fire station would be expected to increase safety for
17 Lindon residents, and significantly reduce response time for emergency calls. He noted
18 that there may also be an opportunity for a decrease in homeowners insurance policy
19 rates based on proximity to an active fire station.

20 Mayor Dain invited comments from residents present at the meeting. Shauna
21 Beegly commented that the Pleasant Grove proposal provides an opportunity for Lindon
22 to acquire equipment and assets. She also felt that this decision should be postponed to
23 allow additional opportunity for residents to provide input. Ms. Beegly stated that
24 Lindon owes some respect to Pleasant Grove for their loyalty to the community of
25 Lindon. Mayor Dain commented that while eventual ownership of equipment may be
26 advantageous, the most important immediate goal is to have a manned fire station which
27 can effectively respond to the needs of the community.

28 Richard Willis noted that the proposal submitted by Pleasant Grove includes an
29 additional charge for fire marshal services. He inquired as to whether the proposed cost
30 through Orem included fire marshal services. Director Larsen confirmed that the Orem
31 proposal includes fire marshal services for the current year, but that adjustments may be
32 made in the future.

33 Doug Christensen stated that he is happy to see the possibility of full time service
34 within the City. He commented that there is an obvious gap in service based on the
35 location of active fire stations. He inquired as to whether there had been any
36 investigation into the possibility of creation of a fire district which would include Lindon
37 and Pleasant Grove as partners. Councilmember Bath explained that a feasibility study
38 regarding creation of a fire district was completed approximately two years ago. Pleasant
39 Grove officials have communicated to Lindon that the results of the study indicate that
40 creation of a district would not be in the best interest of Pleasant Grove and that they
41 would not be interested in pursuing creation of fire district. Councilmember Carpenter
42 observed the County Commission has also expressed an interest in creation of a
43 countywide fire district at some point, but that it does not seem likely in the foreseeable
44 future. He noted that the City Council is open to the possibility of fire district if the
45 opportunity arises in the future.

46 Cheryl Gurney requested a comparison of the level of service proposed by Orem
as compared to Pleasant Grove. Mayor Dain explained that the staffing level in each of

the proposals is the same. He noted that the current level of service through Pleasant Grove is based on a part time department with a core staff of full time employees.

Michelle Stewart agreed that it would be necessary to maintain dispatch, fire, and emergency medical services through the same provider to keep response to emergency calls cohesive. She felt that the decision should be delayed in order to receive additional public comment. She asserted that a decision at this time may be based on financial benefits or may be politically motivated.

Dr. Brad Bentley inquired as to whether the crew housed at the Lindon station would respond to calls outside of Lindon. Mayor Dain explained that response outside the City from the Lindon station would be necessary whether services are provided by Orem or Pleasant Grove. He clarified that neither proposal provides a department which will respond exclusively to Lindon calls.

James Porter inquired as to the time frame the Council has been considering new options for emergency services. Mayor Dain explained that what specifically drove the investigation was the need to establish dispatch services for the new police department, and the need to keep the dispatch service together with fire and emergency medical services. Chief Cullimore stated that discussion began in December. Councilmember Bayless explained that a decision must be made immediately to accommodate the budget process of all cities involved. Chief Cullimore noted that radios for the police department require programming based on the frequency of the dispatch service provider, and that in order to be operational by July 1, 2008 it is necessary to begin the programming process immediately.

Dave Lesser explained that he works for both Orem and Pleasant Grove fire departments, and that he is a Lindon resident. He observed that providing 24 hour coverage to Lindon residents is a "good thing" regardless of which city is responding. He observed that Chief Sanderson and his department have provided outstanding service to Lindon residents, but that the priority in making this decision is patient care and level of service.

An unidentified resident inquired as to whether staff from the existing Orem Station #2 would be relocated to the Lindon fire station during the remodel of the Orem station. Captain Gurney explained that a portion of the firefighters from Station #2 would be relocated to the Lindon station, with several new personnel being hired to fill additional positions. The resident asked the number of calls Orem would be expected to respond to a day in Orem from the Lindon station. Captain Gurney explained that calls for service are tracked on a city-wide basis. He stated that call volume in Orem is typically 20 – 26 calls per day. He clarified that response areas will be reevaluated, and that crews will respond to calls in both cities from the closest location. He stated that the remodeling of Station #2 is expected to take approximately six to eight months, after which additional manpower will be hired to staff the Lindon fire station.

Richard Willes asserted that the services provided by Pleasant Grove have worked well for Lindon, and that a change is not necessary in order to provide adequate service. Mayor Dain explained that while Lindon has not been dissatisfied with the level of service provided by Pleasant Grove in the past, the City Council has determined that the time has come to upgrade to full time services for Lindon residents.

Sandra Christensen asked what long terms plans are for staffing the Lindon fire station following completion of the remodeling project on the Orem station. Captain

2 Gurney stated that following completion of the remodel, the Lindon station will be
3 manned with 12 full time firefighter/paramedics hired to staff the Lindon station. He
4 explained that staffing of the Lindon station will allow the cities to work together to
5 provide a higher level of service to both communities. Director Larsen explained that
6 Orem is purchasing a new fire truck next month, and that the truck currently being used
7 at Station #3 will be moved to the Lindon station. An ambulance will also be housed at
8 the Lindon station, as well as other associated equipment necessary to provide services.

9 Bob Mount stated that he is excited about the opportunity for Lindon to lease
10 equipment independently. He noted that many cities are now leasing rather than
11 purchasing vehicles and equipment. He felt that the proposal from Pleasant Grove would
12 be beneficial in accomplishing ownership of equipment for Lindon. Councilmember
13 Bayless noted that the proposals from each city for full time service are not equal, as the
14 proposal from Orem is for full time response using equipment provided by Orem. She
15 observed that in order to make an equal comparison, it would be necessary for Pleasant
16 Grove to submit a similar proposal for full time response using equipment provided by
17 Pleasant Grove. Chief Sanderson explained that the proposal submitted by Pleasant
18 Grove is based on actual cost of services generated by Lindon. He estimated that
19 approximately \$200,000 to \$300,000 in ambulance fees would be returned to the City
20 annually.

21 Lisa Anderson asked the Council to explain how the cost of full time service
22 would be covered, and what cost there would be to residents. Mr. Dameron stated that
23 the City will be able to cover the cost of services for the upcoming fiscal year using
24 existing revenue sources. Mayor Dain explained that it is expected that as fiscal demands
25 increase, there is likely to be some additional cost to residents, and that a tax increase
26 may become necessary at some time in the future.

27 Mike Travis inquired as to why further discussion could not be held with residents
28 prior to making a decision. Mayor Dain clarified that the need to make a decision
29 immediately is a matter of timing rather than a matter of cost. He explained that the
30 Council is making every possible effort to talk to residents about their preference prior to
31 making a decision, but that it is necessary to program police radios and accommodate the
32 budget process of all cities involved.

33 Bob Mount reiterated that the benefit to going with the Pleasant Grove proposal is
34 the possibility of ownership of assets. He noted that the Council has expressed that there
35 is no complaint with the quality of service provided by Pleasant Grove personnel, and
36 that the intent is to have full time services from the Lindon station.

37 Dr. Bentley commented that he works in the Emergency Room at American Fork
38 Hospital, and that he rarely sees Orem transport patients to that facility. He felt that
39 Orem would tend to transport to Timpanogos Hospital in Orem, which may result in out
40 of system costs for patients. Captain Gurney stated that paramedics accommodate patient
41 requests for hospital facilities whenever possible. He explained that protocol established
42 by the state requires that any life threatening or critical condition be transported to nearest
43 facility, with patient requests being the second priority. If there is no patient choice, they
44 are transported to the nearest facility.

Tracey Beegley asked if services would be evaluated and bid on an annual basis,
or if a long term agreement was being considered. Mayor Dain explained that whatever

2 decision is made by the Council, the agreement is expected to be a long term arrangement
between the two cities.

4 Mike Travis inquired as to whether leasing equipment through Orem would be an
option. Captain Gurney stated that Orem would not be opposed to Lindon leasing
6 equipment for the Lindon station, and that the cost would increase by the lease amount if
Lindon determines in the future that leasing equipment would be beneficial.

8 Michelle Stewart asked if it would be possible to consider creating an independent
Lindon City Fire Department rather than creating an agreement with an outside city.
Councilmember Bayless explained the Council has a responsibility to balance the budget
10 for the City, and that creation of an independent fire department would create a
significant fiscal impact on the community. Councilmember Anthony noted that sharing
12 of administrative costs for the fire department results in a financial benefit to both cities
involved in the agreement.

14 Shauna Beegly reiterated that she felt more time should be taken to allow
residents to comment on options for services. She noted that several Pleasant Grove
16 firefighters are current Lindon residents, and that the impact on these individuals should
be taken into consideration. Councilmember Bath explained that at the time the Lindon
18 Fire Station facility was completed, it was expected that Pleasant Grove Fire Department
would man the Lindon station and respond to Lindon calls from that location. He noted
20 that the City Council has made an effort to establish response from the Lindon facility on
several different occasions over the years without success. He clarified that investigation
22 into options for fire and emergency medical services came about due to the need to
establish dispatch services to accommodate the July 1, 2008 start date for the Police
24 Department. He stated that the Council has contacted as many residents as possible to get
feedback on this decision. Chief Cullimore explained that every effort had been made to
26 contact residents and inform them of this meeting. He noted that the meeting was
advertised on the City website, at the City offices, and that approximately 500 direct e-
28 mails were sent to Lindon residents informing them of this meeting.

30 Councilmember Anthony explained that ideally, the City would prefer to create an
independent fire department, but that funding is not available. Chief Cullimore explained
32 that the cost of creation of an independent dispatch center would likely be in the millions
of dollars, and would be cost prohibitive to the City.

34 Sharon Harward inquired as to who will respond to emergency calls in Lindon if
the crew from the Lindon station is already busy on another call. Mayor Dain stated that
36 Pleasant Grove and Orem have each been asked to answer six questions related to
emergency services prior to Lindon making a decision, and that is one of the questions.
Mayor Dain read each of the questions the cities were asked to respond to.

38 Mike Travis asked what potential impact there will be on Pleasant Grove fire
fighters who live in Orem. Chief Sanderson stated that he did not anticipate any positions
40 being lost. However, fire fighters living in Lindon would be required to sleep at the fire
station rather than at home when they are on call. He also noted that while manpower
42 will not be reduced, there will likely be a reduction in the number of calls per person.

44 Councilmember Anthony requested that cost calculations be clarified prior to
further discussion and a decision at the April 1, 2008 meeting. Mayor Dain expressed
appreciation to personnel from Orem and Pleasant Grove for their attendance at this

2 meeting. He thanked Lindon residents for their input, and invited their participation at
the April 1, 2008 meeting.

4 The meeting ended at 7:15 p.m.

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Approved – April 15, 2008

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Debra Cullimore, City Recorder

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James A. Dain, Mayor